



Apple Publications Style Guide
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About This Guide

The *Apple Publications Style Guide* is for writers, editors, proofreaders, and others who work on Apple manuals, product training programs, and electronic instructional and reference materials. Outside developers of Apple-related products may also find some parts of this guide useful.

What's in this guide

This guide is designed as a random-access reference tool, though some users, such as editors and proofreaders, may want to familiarize themselves with the entire document.

"Style and Usage" shows how certain terms are used in Apple publications and gives preferred style (capitalization, spelling, and hyphenation) for those terms. It also gives general rules of style and usage for Apple publications. Entries are listed in alphabetical order.

The back matter covers special topics that may be useful to those working on Apple publications.

- Appendix A, "Technical Notation," gives special style and usage rules that apply largely or exclusively to technical manuals. (These rules are also included by topic in "Style and Usage.")
- Appendix B, "Units of Measure," gives preferred style for spelled-out and abbreviated forms of units of measurement likely to occur in Apple publications.
- Appendix C, "How to Write Balloons," provides guidelines for writing onscreen Balloon Help.
- Appendix D, "Newton Style Guide," gives special style and usage rules that apply to documentation for Newton products.
- Appendix E, "How to Write a Glossary," provides guidelines for preparing glossaries.

Conventions used in this guide

Except in special cases described in this guide, follow the style and usage rules in *The American Heritage Dictionary*, *The Chicago Manual of Style*, and *Words Into Type*. In cases where these reference books give conflicting rules, follow *The Chicago Manual of Style* for questions of usage and *The American Heritage Dictionary* for questions of spelling.

Because modifiers of two or more words are often hyphenated when they precede a noun, but not when they follow the verb as a predicate adjective, that distinction is indicated as follows:

An entry followed by *adj.* in parentheses gives the form to be used when the adjective immediately precedes the noun it modifies.

An entry followed by *pred. adj.* in parentheses gives the form to be used when the adjective is a predicate adjective.

Example: **black-and-white** (*adj.*), **black and white** (*pred. adj.*)

If a hyphenated adjective has no *pred. adj.* entry, hyphenate the adjective wherever it is in a sentence.

If a term should be italicized in text, the entry for that term explicitly states that the term should be in italics. An example of the term in italics is also given. If an entry doesn't explicitly call for italics, the term is usually not italicized.

Style and Usage

abbreviations and acronyms An acronym is a pronounceable word formed from the initial letter or letters of major parts of a compound term. An abbreviation is usually formed in the same way but is not pronounced as a word. Acronyms are always all caps, regardless of the capitalization style of the spelled-out form.

Abbreviation: bps—for *bits per second*

Acronym: ROM—for *read-only memory*

Always spell out an abbreviation or acronym on first occurrence, and define it if its meaning isn't self-evident. Consider including acronyms and abbreviations in the glossary. (In some cases, such as reference manuals that are not likely to be read sequentially, you may want to repeat the spelled-out form on first occurrence in each chapter or major section.) Give a pronunciation key for acronyms if the pronunciation is not self-evident.

SCSI (pronounced "SKUH-zee")

Don't use periods except in abbreviations for English (nonmetric) units of measurement or in the abbreviations *U.S.*, *A.M.*, and *P.M.* Don't add an apostrophe before the *s* when forming the plural.

ICs, RAMs, ROMs

For the rules on forming the plural of letters, characters, and symbols, see **plurals**.

Don't use the Latin abbreviations *e.g.*, *etc.*, and *i.e.* Instead, use *for example*, *and so forth*, and *that is*, or equivalent phrases.

For abbreviations of units of measurement and guidelines for using them, see Appendix B, "Units of Measure."

For abbreviations of state names, see Table 1 under the entry **state names**.

able (suffix) When adding *-able* to a word ending in *e*, drop the *e* unless it is preceded by a soft *c* or a soft *g*.

browsable, deletable, sharable, sizable, upgradable

changeable, pronounceable, purgeable

abort Don't use when you mean *cancel*. Avoid in user documentation. Compare **cancel; exit; halt; interrupt; stop**.

above Don't use to describe an element that has already occurred in a printed manual. Use a more specific reference, such as *earlier in this chapter*. For a chapter or a section, include the chapter or section title. For a figure or a table, include the number of the figure or table.

For more information, see "Printing" earlier in this chapter.

For a summary of slot and drive numbers, see Table 1-2 earlier in this chapter.

You can use *above* to describe an earlier element or section of an onscreen document that cannot be paged through (such as a single Web page).

AC Abbreviation for *alternating current*.

access Avoid as a verb where possible, especially in user manuals. Even in technical manuals, consider more precise alternatives (for example, *log on to*).

accessory Use *accessory* only for actual accessories such as carrying cases and mouse pads, not for peripheral devices. Don't use *accessory device*. Compare **desk accessory; device**.

accessory slot Don't use; use *expansion slot*.

ACGI Abbreviation for *Asynchronous Common Gateway Interface*. Spell out on first occurrence.

active Use to refer to the application or window currently being used. Preferred to *in front* (because a program or window that is in front of other programs or windows may not actually be active).

active-application icon Use when necessary to name the icon of the Application menu. Preferable to call out the icon in a figure and explain its function without naming it.

adapter Not *adaptor*.

address Can refer either to an Internet address or to the location in the computer's memory where a piece of information is stored. OK to use just *address* for either, as long as the context is clear. See also **e-mail address; Internet address; memory address, memory location; URL; Web address**.

addresses Use this form for Apple addresses:

Department Name
Apple Computer, Inc.
1 Infinite Loop, M/S n-X
Cupertino, CA 95014

Advanced Program-to-Program Communication (APPC) Note capitalization and hyphenation. Spell out on first occurrence.

AEIMP Abbreviation for *Apple Event Interprocess Messaging Protocol*. Spell out on first occurrence.

affect (v.), **effect** (n., v.)

Affect (v.): The change in format *affects* [influences] only the text you've selected.

Effect (n.): ⌘-H has no *effect* [result] on any other window.

Effect (v.): ⌘-H *effects* [brings about] a change.

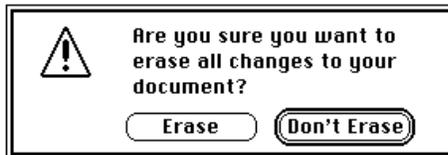
A5 world Note capitalization. Not identical to *A5 register*.

afterward Not *afterwards*.

alert Refers generically to a signal, either visual (an alert box) or auditory (a beep), that calls the user's attention to an unusual situation. Don't use *alert* when you can use the more specific *alert box*.

alert box Refers to a type of dialog box, like the one shown in Figure 1, to which the user can respond only by clicking a button (such as OK or Cancel) or by pressing Enter or Return. Compare **dialog box**.

■ **Figure 1** An alert box



alert message Refers to a message presented inside an alert box or elsewhere on the screen. OK in technical manuals; otherwise, use just *message*.

alias Lowercase. Use *for* with alias (not *of* or *to*).

The alias for the selected file is in the Apple menu.

You can also use *a file alias* or *a folder alias*. In technical documentation, the object that the alias represents is called its *target*. In user documentation, the object is called *the original item*. Don't use *aliased*.

alignment Use instead of *justification* to refer to the horizontal placement of lines of text with respect to the left and right edges of the margin. Alignment can be flush left, flush right, centered, or justified (that is, flush on both the left and right margins). Compare **justification**.

all-in-one Always use as an adjective (*all-in-one computer*). Avoid in user documentation, even if the term appears in the product's name or packaging; instead, describe the features of the product (*a computer with a built-in monitor*).

allow Avoid using *allow* when you can restructure a sentence so that the reader is the subject.

Correct: FileMaker Pro allows you to create a database.

Preferable: With FileMaker Pro you can create a database.

alphabetic Not *alphabetical*, except when referring specifically to alphabetical order. (Exception to *American Heritage*.)

alphabetization Alphabetize letter by letter, not word by word.

program disk
programmer
program selector

alphanumeric One word.

A.M. Note small caps and periods. (Exception to the rule that abbreviations do not include periods.)

America, American Refers to both North and South America. Don't use when you mean *United States*. See also **U.S.**

ampersand Use the ampersand character (&) in text only when describing a command name or other onscreen element that uses the character. In all other cases (such as when citing a disk or manual title that uses the ampersand character) use the word *and*.

and/or Rewrite to avoid this construction.

angle brackets Use *angle brackets*, not *brackets*, to describe these symbols: < >. When you need to distinguish between the opening and closing brackets, use *left angle bracket* and *right angle bracket*. You can also use *less-than sign* and *greater-than sign* for these symbols if appropriate in the context. See also **caret**; **circumflex**.

anonymous FTP Note lowercase *a*. See also **FTP**.

ANSI Acronym for *American National Standards Institute*. Spell out on first occurrence.

anti (prefix) Close up except before *i*, a proper noun, or a proper adjective. (Hyphenate in those cases.)

API Acronym for *application programming interface*. Spell out on first occurrence.

apostrophes Use the curly apostrophe except in computer voice. See also **plurals**; **possessives**; **quotation marks**.

appendix Use appendixes for background information and other supplementary material that does not contribute directly to the main tasks being taught in the manual. In user's manuals, technical information should go in an appendix.

Chapters are numbered; appendixes are lettered.

The first appendix (Appendix A) begins on a right-hand page unless it is preceded by an appendix part title. Subsequent appendixes can begin on a right-hand or left-hand page.

An appendix part title may precede the first appendix and includes only the word *Appendixes*. It is always on a right-hand page.

When a book has only one appendix, refer to the appendix as *Appendix*, not *Appendix A*. Cross-references to a single appendix should refer to *the Appendix*.

appendixes Not *appendices*.

Apple Attachment Unit Interface (AAUI) Note capitalization. Spell out on first occurrence.

Apple-authorized dealer Note hyphen. Don't shorten to *dealer* except in passages where using the full term becomes cumbersome or overly repetitive.

Apple-authorized service provider Note hyphen. Don't shorten to *service provider* except in passages where using the full term becomes cumbersome or overly repetitive.

Apple event Two words; note capitalization. *Apple event* is not trademarked as a compound. When you are using trademark symbols in a document, use *Apple*[®] *event* on first use if that is the first occurrence of *Apple* (other than in the name Apple Computer). Names of Apple events are caps/lowercase: *Open Application event*, *Quit Application event*, *Open Documents event*, *Print Documents event*, and so on.

Apple Event Interprocess Messaging Protocol (AEIMP) Note capitalization.

Apple FDHD drive Don't use; use *Apple SuperDrive*. The original name for the Apple SuperDrive, which can read high-density disks. FDHD stands for *floppy disk*, *high density*.

Apple Guide Capitalize both words. Apple Guide is the help system technology; the content provided in Guide databases (such as Macintosh Guide or Mac OS Guide) is delivered through the Apple Guide technology. Guides for software or application programs other than the Mac OS may be called *<software name> Guide* (for example, *Drive Setup Guide*).

Apple (🍏) menu When referring to the Apple menu, use both the word *Apple* and the symbol (🍏) at first reference. Thereafter, it is preferable to use the phrase *Apple menu* without the symbol. Don't use the 🍏 symbol without the word *Apple* when referring to the Apple menu.

Apple SuperDrive The product name for Apple's disk drive that can read high-density disks. Originally called *Apple FDHD drive*. See also **disk drive**; **high-density disk**.

applet Can be any small application, but usually a piece of code that is attached to an HTML document on the World Wide Web.

AppleTalk Refers to an overall network system and any software that supports it, including the resources you turn on and off in the Chooser. It's OK to say *AppleTalk network*.

In addition to *AppleTalk network*, the following terms are appropriate uses of the word *AppleTalk*: *AppleTalk developer*, *AppleTalk identification number*, *AppleTalk network architecture*, *AppleTalk software*, and *AppleTalk zone*.

Shared devices used over an AppleTalk network, such as an AppleShare file server or a shared LaserWriter printer, can be called *AppleTalk services*.

See also **Ethernet**; **EtherTalk**; **LocalTalk**.

application In user manuals, when referring to a single application program, use *application program* on first mention; thereafter, it's OK to use either *program* or *application*.

Application menu Note capitalization. Use this name for the menu at the far right side of the menu bar, even though the name does not appear in the menu bar. See also **active-application icon**.

application programming interface (API) Not *application program interface*. Spell out on first occurrence.

application software Not *applications software*. Use only when referring to application software in general. Use *application* or *program* when referring to a single program.

Arabic (adj.) Always capitalized when referring to numerals. See also **Roman**, **roman**.

arrow In user manuals, use *pointer* in general references; use *arrow* or *arrow pointer* when describing the specific type of pointer shown in Figure 2. *Cursor* may be appropriate in describing other interfaces and in technical manuals.

The pointer becomes an arrow [*or I-beam, or crossbar, and so on*].

arrowhead One word. Don't use when you mean *the tip of the arrow pointer*.

arrow keys Use lowercase in general references. Don't use *direction keys*. The name of each arrow key is capitalized.

Use the arrow keys to move the cursor from cell to cell.

Press the Left Arrow key.

ASCII Acronym for *American Standard Code for Information Interchange*. Spell out on first occurrence. The acronym is pronounced "ASK-ee."

assembler Capitalize *assembler* only when using the full name: *the MPW Assembler*, but *the assembler*. Don't use *assembler* when you mean *assembly language*.

assembly language (n.), **assembly-language** (adj.) Not *assembler language*. Note hyphenation of adjective.

■ **Figure 2**
An arrow pointer



assembly time (n.), **assembly-time** (adj.) Note hyphenation of adjective.

assure Don't use when you mean *ensure*. Compare **ensure**, **insure**.

Asynchronous Common Gateway Interface (ACGI) Spell out on first occurrence.

Attachment Unit Interface (AUI) Note capitalization. Spell out on first occurrence.

audio CD Not *CD audio disc*.

audio input port Lowercase; no hyphen. Not *audio-in port* or *Audio In port*. The port that connects the computer to RCA-type output ports of video or audio equipment. Compare **sound input port**.

audio output port Lowercase; no hyphen. Not *audio-out port* or *Audio Out port*. The port that connects the computer to RCA-type input ports of video or audio equipment. Compare **sound output port**.

auto-key (adj.) Note hyphenation.

automatic update Use instead of *dynamic update*, *simultaneous update*, or *live link* when discussing application programs that support the publish and subscribe feature of System 7.

autoplay, Autoplay The feature is lowercase; the button name is capitalized.

auto-repeat (n., adj.) Note hyphenation.

auxiliary Not *auxilliary*.

available disk Not *mounted disk* (in user documentation).

back end (n.), **back-end** (adj.) Note hyphenation of adjective.

backlit One word.

back panel Two words. Not *backpanel*.

backside cache A kind of level 2 cache. Backside cache operations are faster than those of other level 2 caches. Also OK to use *backside level 2 cache*. See also **level 2 cache**.

backslash One word.

backspace (n., v., adj.) One word.

Backspace key Note capitalization.

backup (n., adj.), **back up** (v.) No hyphen.

backward (adv.) Not *backwards* when referring to direction. But in certain other contexts, such as *putting a garment on backwards*, it's OK to use *backwards*.

balloon Lowercase when referring to an individual balloon. Not *bubble*, *text balloon*, *speech balloon*.

Balloon Help Note capitalization.

ball-point pen Note hyphenation.

BASIC Acronym for *Beginners All-purpose Symbolic Instruction Code*. No apostrophe in *Beginners*; lowercase *p* in *purpose*. (Exception to the rule that the second word in a hyphenated compound is capitalized.) Spell out on first occurrence.

Beginners All-purpose Symbolic Instruction Code (BASIC) No apostrophe in *Beginners*; lowercase *p* in *purpose*. (Exception to the rule that the second word in a hyphenated compound is capitalized.) Spell out on first occurrence.

below Don't use to describe an element that has not yet occurred in a manual. If necessary, use a more specific reference, such as *later in this chapter*. For a chapter or a section, include the chapter or section title. For a figure or a table, include the number of the figure or table.

For more information, see "Printing" later in this chapter.

For a summary of slot and drive numbers, see Table 3-2 later in this chapter.

You can use *below* to describe a later element or section of an onscreen document that cannot be paged through (such as a single Web page).

bibliography Don't include a bibliography unless it serves a very specific purpose. If you have relied on printed sources other than Apple manuals in writing your manual, you should credit those sources in a bibliography.

If the scope of your manual is limited but you feel that many readers may want to seek out more information on their own, a bibliography can also be useful. (In a printer manual, for example, it might be helpful to include some suggestions for further reading in the field of desktop publishing; such material might best be handled as a bibliographic section at the end of the relevant chapter, however, rather than in a full bibliography in the back matter.)

The bibliography always begins on a new page.

bibliography entries In each entry, invert the first author's name (last name first, with a comma *both before and after* the first name or names). Italicize book and periodical titles. Enclose article titles in quotation marks. Don't give the name of the state or country when the place of publication is a well-known city. If you need to provide a state name, use the correct postal abbreviation, given in Table 2 under the entry **state names**.

Book: Norman, Donald A., and David E. Rumelhart.
Explorations in Cognition. San Francisco:
W. H. Freeman, 1975.

Article: Sculley, John. "Why We Need a Counterbalance."
Personal Computing, October 1986, 280–283.

For rules on bibliographic citation of other kinds of material, refer to *The Chicago Manual of Style*.

bidirectional (adj.) Use to refer to a script system in which text is generally flush right and most characters are written from right to left, but some text is written from left to right as well. Arabic and Hebrew are the only bidirectional script systems in widespread use. Compare **mixed-directional**.

bit Don't use when you mean *pixel* or *a dot on the screen*.

bitmap (n., v.), **bitmapped** (adj.), **bitmapping** (n.) One word in all forms. You can use either *bitmap font* or *bitmapped font*, but be consistent.

bits per second (bps) Spell out on first occurrence.

black-and-white (adj.), **black and white** (pred. adj.)

She's writing about the black-and-white monitor.

The image on the screen is black and white.

For screens, *monochrome* is usually more appropriate because it encompasses amber and black, green and black, and so on.

blank character Don't use; use *space character*.

blinking Use to describe the insertion point. Don't use *flashing* for this purpose.

board Don't use when you mean *card*. A *board* is built in; a *card* can be removed by the user. Compare **card**.

boldface Some book designs use boldface for new terms on first occurrence with definition. If the term is defined in a marginal gloss, boldface the term in the gloss as well. Use italics, not boldface, for emphasis in manuals, but *don't overdo it!*

bomb Don't use as a verb, but *bomb* is OK as an adjective, as in *the bomb icon*.

book designs The designs of Apple's customer and technical publications are maintained by design specialists on the art staff of each writing group. Consult these people for answers to theoretical or practical questions about book design.

bookmark One word.

Boolean (adj.) Note capitalization.

boot Don't use for *start up* or *switch on* in user manuals. In manuals written for new users, however, you may want to mention the term *boot* or include it in your glossary because users may see it elsewhere.

boot disk Don't use except in technical documents; use *startup disk*.

bps Abbreviation for *bits per second*. Spell out on first occurrence.

braces ({ }) Not *curly brackets*, but it's OK to define braces as *curly brackets* on first mention. When you need to distinguish between the opening and closing braces, use *left brace* and *right brace*.

brackets ([]) Not *square brackets*. But don't use *brackets* when you mean *angle brackets* (< >). When you need to distinguish between the opening and closing brackets, use *left bracket* and *right bracket*.

bridge Don't use interchangeably with *router*. See **router**.

browsable Not *browseable*.

browse (v.) It's OK to use *browse* as either a transitive verb (*browse the Web*) or an intransitive verb (*browse through a Web page*).

browser, Internet browser, Web browser Lowercase *browser*. Use to refer to an application used to gain access to the World Wide Web and other Internet and intranet services. Don't use *browser* to describe a standard file dialog box or a file selection list. Don't use *HTML viewer*.

Browse tool Note capitalization.

built-to-order Not *built-to-order*. Note hyphens and lowercase. Always use as an adjective (*your built-to-order computer*). Don't abbreviate as *BTO*.

built-in (adj.), **built in** (pred. adj.) Hyphenate only before the noun.

The dialog box shows the name of the disk in the built-in drive.

The 3.5-inch disk drive is built in.

The internal modem is built into the computer.

built-in disk drive You can use either *built-in disk drive* or *internal disk drive*.

built-in video card In user manuals, use to describe video cards that are installed at the factory; don't use *on-board video card*. OK to use *on-board video card* in technical manuals.

bullets Use to refer specifically to the characters used in printed matter to call out passages of text or listed items. Use *dots* to describe the characters that appear when a user types a password in an onscreen dialog box.

bus, buses Note spelling of plural.

button You *click* an onscreen button; you *press* a mechanical button. (Figure 3 shows two kinds of onscreen buttons.) Capitalize names of rounded-rectangle buttons as you would a title.

Click Cancel.

Click the Connect to Network button.

Press the mouse button.

When a button has no label in the interface, capitalize the name if it describes the function of the button (for example, the Stop button in AppleCD Audio Player). Use lowercase if the name describes what the button looks like (for example, the microphone button). See also **click**.

Button tool Note capitalization.

cable Use *cable* to describe what physically connects two pieces of hardware. Don't use *cabling* even when you mean cable collectively. Compare **cord**.

cable extender, cable terminator Use lowercase even when using the full product name: *LocalTalk cable extender*, *SCSI cable terminator*.

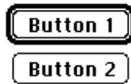
cache (n., v.), **cached** (v.), **caching** (n., v.) Note spelling. See also **backside cache**; **level 2 cache**; **RAM cache**.

Calculator The desk accessory. Note capitalization.

calendar Use *Arabic calendar* to refer to the lunar calendar used in much of the Arabic world. Don't use *Muslim* or *Mohammedan calendar*. Use *Gregorian calendar* to refer to the calendar used in Europe and the United States.

■ **Figure 3**
Buttons

- **Radio Button 1**
- **Radio Button 2**
- **Radio Button 3**



call (a program) Don't use when you mean *load*.

callback (n. or adj.) One word, no hyphen.

callouts Use a callout (a short text label with a line that points to part of a figure) whenever you need to identify something within a figure. Callouts are usually positioned outside the boundaries of the figure (especially when the figure is a photograph or a screen shot), and a thin line without an arrowhead, known as a *leader line*, connects the callout to what it identifies within the figure.

Use callouts freely when they are really necessary, but keep in mind that too many callouts can be distracting to the reader. Keep callouts brief, both for clarity and for an uncluttered look.

Capitalization style for callouts is initial cap only (sentence style). Use a period if a callout is a complete sentence; no ending punctuation if a callout is not a complete sentence. It's OK to have a mixture of complete sentences and phrases in one illustration.

can, may Use *can* to express the ability to perform a function. Use *may* (or *might*) to express the possibility of an action or event or to indicate permission granted by a licensing agreement. Avoid using *may* to indicate permission granted by an operating system or program.

Correct: You can select other print options in the Options dialog box.

Correct: If you turn off virtual memory, you may notice a decrease in performance.

Incorrect: You may choose Save from the File menu.

cancel In technical manuals, an unconditional, permanent halt that carries the connotation of undoing something. It's OK to use *cancel* instead of *halt* to avoid awkwardness. In a dialog box in the desktop interface, *Cancel* (note capitalization) is a button the user clicks when he or she doesn't want to proceed with a particular action. Compare **abort**; **exit**; **halt**; **interrupt**; **stop**.

Cancel button Note capitalization.

canceled, canceling Not *cancelled*, *cancelling*.

capability If possible, avoid *capability* when discussing features of software or hardware; reword in terms of what the user can do with the feature.

capitalization

all caps

THIS LINE IS AN EXAMPLE OF ALL CAPS.

Avoid using all caps for emphasis.

caps/lowercase (title style)

This Line Is an Example of Caps/Lowercase, or Title Style.

Use caps/lowercase (also called *title style*) for book titles, part titles, chapter titles, disk titles, titles of major sections of disks, running feet that use chapter titles, and cross-references to such titles.

In cross-references to a specific appendix or chapter or to the preface, capitalize the word *Appendix*, *Chapter*, or *Preface*. But when referring to appendixes, chapters, or prefaces in general, do not capitalize the word *appendix*, *chapter*, or *preface*.

See the Preface for more information.

See the Appendix for a list of specifications.

The preface of a manual is a good place to explain the typographic conventions you follow in the text.

In cross-references to sections that never take a title (glossary, index, table of contents, and so on), don't capitalize the name of the section.

Follow these rules when using caps/lowercase:

- Capitalize every word except articles, coordinating conjunctions, *to* in infinitives, and prepositions of three letters or fewer (except when a preposition is part of a verb phrase).

Starting Up the Computer

Introduction to the Macintosh

How to Start Your Printer

Getting Started With Your PowerBook

- Capitalize the first and last word, no matter what their part of speech.

Of Mice and Men

The Rules We Fail to Live By

- Capitalize the second word in a hyphenated compound.

Correct: High-Level Events, 32-Bit Addressing

Incorrect: High-level Events, 32-bit Addressing

Exceptions: Built-in Disk Drive, E-Mail Address

- Capitalize *Is*, *It*, *Than*, *That*, and *This*.

initial cap only (sentence style)

This line is an example of initial cap only, or sentence style.

When using initial cap only (or sentence style), capitalize only the first letter of the first word, as well as the first letter of any proper nouns and proper adjectives.

Capitalization in cross-references to section heads should match that in the section heads. For example, if the section head is caps/lowercase, the cross-reference to it should be caps/lowercase.

See also **button**.

Caps Lock The key. Not *Shift lock*. Note capitalization.

captions Figure captions and table captions should be initial cap only. In general, a caption should read like a title. Don't use a caption to explain a figure at length; make the explanation part of the regular text preceding the figure.

card Refers to a removable circuit board that is installed in a slot. Compare **board**. See also **interface card**; **memory expansion card**; **peripheral card**.

card names Capitalize the word *card* in a card name only if it is part of the product name; for example, *QuickDraw 3D Accelerator Card*. Some cards, such as the Apple TV and FM Radio Tuner card, are not separate products; the word *card* is not part of their name. Don't capitalize *card* in these cases. For generic names, don't capitalize any part of the card name; for example, *internal modem card*.

caret Don't use when you mean *circumflex*. A caret (^) is used, for example, to mark a dynamic variable in Pascal; a circumflex (ˆ) is an accent used, for example, in the French verb *être*. Compare **circumflex**.

carriage return (CR) Use only when referring specifically to ASCII character \$0D or its equivalent. Use *return character* when writing about, for example, searches for return characters. Use *Return key* for the key you press. Explain the term *carriage return* if your manual's audience includes first-time computer users.

catalog Refers to a list of all files and folders stored on a volume. Don't use this term in user documentation.

cathode-ray tube (CRT) Note hyphenation. Spell out on first occurrence. Don't use when you mean *monitor* or *screen*.

CD Abbreviation for *compact disc*. Spell out on first occurrence. *CDs* is acceptable as the plural form of *CD*.

cdev Don't use in user documentation. Use *Control Panel* (when discussing System 6 or earlier versions) or *control panel* (when discussing System 7).

CD-ROM Abbreviation/acronym for *compact disc read-only memory*. Note hyphenation. Don't use *CD-ROM* as a noun; it must modify another word, such as *drive*. As the plural, don't use *CD-ROMs*; instead use *CD-ROM discs* or *CDs*. See also **CD-ROM drive**.

CD-ROM drive Not *CD-ROM player*. The speed of a CD-ROM drive is measured in terms of a standard speed of 150 Kbps. CD-ROM drives transfer data at *double speed*, *4x speed*, *6x speed*, and so on. The adjective form is hyphenated (*24x-speed CD-ROM drive*). Don't leave out the *x*.

central memory Don't use; use *main memory*.

central processing unit (CPU) Spell out on first occurrence. Don't use when referring to the whole computer. In manuals written for new users, however, you may want to mention this (mis)use of *CPU* because users may see it elsewhere. Never refer to the central processing unit as *the unit*. See also **main unit**.

CGI Abbreviation for *Common Gateway Interface*. Spell out on first occurrence. Use *CGI scripts* as the plural form on first occurrence; thereafter, OK to use *CGIs*.

chapter Capitalize the word *chapter* in references to specific chapters.

Chapter 5, “Expanding Your Macintosh”

Chapters 4 and 5

in the next chapter

Use caps/lowercase for chapter titles. (See **capitalization** for guidelines on using caps/lowercase.)

chapter tables of contents Use tables of contents before each chapter only in very long manuals (such as *Inside Macintosh*) where the main table of contents in the front matter is unmanageable as a locator for sections throughout the entire book. If you use chapter tables of contents, use them for every chapter.

The format of the chapter tables of contents is identical to that of the main table of contents, except that level-one heads replace chapter titles, level-two heads replace level-one heads, and so on. In a book with chapter tables of contents, it’s a good idea to eliminate level-four heads from the main table of contents; the reader will most likely consult the chapter tables of contents to locate topics at that level of detail.

character Use in reference to what a key on the computer’s keyboard stands for. Compare **symbol**.

check Don’t use when you mean the action of clicking a checkbox to select an option.

checkbox Refers to an onscreen box like the ones shown in Figure 4. One word; lowercase. Not *box* or *ballot box*. You *click* a checkbox to *select* or *deselect* an option; you don’t *check* or *uncheck* a checkbox. See also **button**; **radio button**.

checkmark Use to refer to the X or check symbol that’s in a checkbox. One word.

checksum One word.

chip Use *integrated circuit* or *silicon chip* (with an explanation of the term) on first occurrence. Don’t use *chip* when you mean *microprocessor* (*PowerPC microprocessor*, not *PowerPC chip*).

choose Use *choose*, not *select*, for menu commands. In general, the user selects something (such as a disk icon, a graphic image, or a section of text) and then chooses a command to act on the selection.

For tear-off menus that become palettes, *choose* is still appropriate. See also **select**.

Correct: Choose Paste from the Edit menu.

Incorrect: Select Paste from the Edit menu.

Incorrect: Choose the icon that represents your document.

Chooser The desk accessory. Note capitalization.

Chooser extension Use to refer to a file of type ‘RDEV’—a printer driver, for example.

■ **Figure 4**
Checkboxes

- Checkbox 1**
- Checkbox 2**
- Checkbox 3**

circuit board (n.) No hyphen.

circumflex Don't use when you mean *caret*. A circumflex (ˆ) is an accent used, for example, in the French verb *être*; a caret (^) is used, for example, to mark a dynamic variable in Pascal. Compare **caret**.

CISC Acronym for *complex instruction set computing*. Spell out on first occurrence.

clean installation Not *clean install*. Note lowercase. You *perform a clean installation*; you don't *do a clean install*.

click On first occurrence, describe the action of positioning the pointer on an object and briefly pressing and releasing the mouse button. (You don't click the mouse button, you press and release it.) After that, simply refer to the object to be clicked.

Icon: Click the disk icon.

Button: Click Cancel.

Checkbox: Click Auto Page Numbering.

Don't use *click on*. See also **click in**.

click and drag Don't use. You either *click* or *drag*.

Correct: Drag the icon to the Trash.

Incorrect: Click and drag the icon to the Trash.

click and hold Don't use. *Click* means to press and quickly release the mouse button. Use *press* when you mean *press and hold down the mouse button*. See also **press**.

click in You *click in* a window or region, such as a scroll bar; you *click* all other onscreen elements, such as icons, checkboxes, and buttons.

click on Don't use; use *click*.

clip art Two words.

Clipboard Note capitalization.

close You *close* a window or a document. Don't refer to an icon as a *closed window*. See also **open**.

close box Note lowercase. Not *go-away box* or *save box*.

close region Don't use; use *go-away region*.

CLUT Acronym for *color lookup table*. Spell out on first occurrence.

coax Don't use when you mean *coaxial*.

code Use computer voice for code.

If the language you're working with has a standard style of indentation, use it. If it doesn't have such a style, develop a logical method of your own and use it consistently.

```
WHILE i<63 DO
  BEGIN
    IF odd(i) THEN z := z*w
    ELSE z := y
  END
```

Develop a method of spacing around punctuation and use it consistently. It's often best to use "English-style" spacing because it's easy to remember and stick with.

```
(height, width: extended; quo: integer);
PageSize = 1024
```

code file Two words, except in reference to the Pascal predefined file type *codefile*.

code names Use exactly the same form for a product's code name throughout a manual. (If the name is sometimes misspelled or otherwise treated inconsistently, a global search-and-replace is not possible.)

cold start (n., v.), **cold-start** (adj.) Not *coldstart*.

colons Avoid using colons in text heads; if it is absolutely necessary to use a colon in a head, capitalize the first word after the colon.

When possible, a colon in text (including a colon used before lists or steps) should be preceded by an independent clause (a complete thought, with both subject and verb). However, don't add otherwise unnecessary text just to change a partial sentence into an independent clause. If a list follows a partial thought, no colon should precede the list.

Correct: Do this: Click the icon.

Incorrect: To turn the option off: Click the icon.

Correct: Your Power Macintosh computer includes these storage devices:

- an ATA hard disk drive
- an optional Zip drive in the expansion bay

Incorrect: Your Power Macintosh computer includes:

- an ATA hard disk drive
- an optional Zip drive in the expansion bay

Correct: Your Power Macintosh computer includes

- an ATA hard disk drive
- an optional Zip drive in the expansion bay

See also **lists**.

color lookup table (CLUT) Note lowercase; use one word for *lookup*. Spell out on first occurrence.

color picker Avoid naming this feature in user documentation; instead, use a phrase like "Choose a color in the dialog box that appears."

color pixels Not *colored pixels*.

colors Colors include shades of gray, so you can use colors to refer to settings for both grayscale and color monitors. On first mention of setting colors say, for example, "You can set the number of colors (or shades of gray) that your monitor can display." Thereafter, use *colors*.

command Use *command* or *menu command* in user manuals; don't use *menu option*.

The menu contains a list of commands.

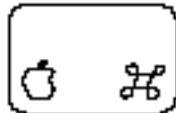
Use the Save command to save any changes to your file.

Use *menu item* to refer to items in the Apple menu and open programs in the Application menu. A command is *in* a menu, not *on* a menu; a menu *contains* commands. See also **command names**.

Command key Use the appropriate symbol for this key rather than solely the name *Command key* in all documentation except developer manuals. In Macintosh user documentation, use ⌘ (*Command*) *key* on first mention of the key, and then use *the ⌘ key* or a specific command such as ⌘-Q. Figure 5 shows the Command key.

To produce the propeller symbol with Microsoft Word, press Control-Q in the Chicago font.

■ **Figure 5** The Command key



Command-key equivalent In user documentation, *keyboard shortcut* is preferred. Use *Command-key equivalent* only if all the combinations referred to use the Command (⌘) key. In technical documentation, *keyboard equivalent* is preferred.

command names Use caps/lowercase; don't capitalize *command*.

the Find command

the By Icon command

Don't capitalize a command name when used as a normal English verb.

Choose Cut from the Edit menu.

Now cut the selected text from your document.

Some commands have three unspaced periods following the command name in the menu. Use the periods in any text head made up solely of the command name and in the corresponding entry in the table of contents; don't use the periods in running text or in the index.

For commands or other onscreen elements of two or more words whose names are initial cap only, use quotation marks.

Click the checkbox labeled "Keep lines together."

commas Use the serial comma (a comma preceding *and* or *or* in a list of three or more items).

Jon now owns a Macintosh computer, a LaserWriter printer, and an AppleCD CD-ROM drive.

Common Gateway Interface (CGI) Spell out on first occurrence.

Communication Command Language (CCL) Note capitalization. Spell out on first occurrence.

communication, communications Use the singular to describe the act of communicating, the plural to describe the technology.

communications link Don't use; use *network connection*.

communications slot Note lowercase. Not *communication slot*. The abbreviation is *CS*, not *CS slot*.

Company, Co. Spell out or abbreviate according to the particular company's preference.

compiler Capitalize *compiler* only when using the full name: *the MPW Compiler*, but *the compiler*.

compile time (n.), **compile-time** (adj.) Note hyphenation of adjective.

comprise A whole *comprises* parts. Parts *constitute* a whole. Don't use *is comprised of*.

A class comprises students.

Students constitute a class.

computer voice Use computer voice (a fixed-width font, such as Courier) for what the user types, for program listings, and for small pieces of sample code. Computer voice may also be used for many computer-language elements, such as reserved words, literals, variable names, and routine names. For more detailed guidelines on using computer voice in technical documentation, see “Computer Voice in Text” in Appendix A.

Don’t use computer voice for names of buttons, bars, menu commands, menu titles, or other onscreen elements that are caps/lowercase; use regular text font for this purpose. For such items that are initial cap only, use regular text font in quotation marks.

Click Cancel.

Choose Page Setup from the File menu.

Click the checkbox labeled “Keep lines together.”

Don’t use computer voice for error messages or system messages. If you quote a message exactly as it appears on the screen, use regular text font in quotation marks. If you paraphrase a message, use regular text font without quotation marks.

In user manuals, don’t use computer voice in part or chapter titles; text heads; cross-references to parts, chapters, or sections; or entries in the table of contents. Don’t use computer voice for Internet addresses or the addresses of sites on the World Wide Web. Avoid using computer voice in callouts, marginal glosses, and figure captions. It is OK, however, to use computer voice for these elements in technical documentation.

In user manuals, don’t use computer voice for the names of files, folders, or directories. In some technical documentation, especially reference books for languages and development systems, it may be appropriate to use computer voice for the names of files, directories, volumes, and libraries.

Punctuation following a word or phrase in computer voice is in regular text font, not in computer voice, unless the punctuation mark is part of the computer-language element represented or part of what the user should type. Spaces immediately preceding or following text in computer voice are in regular text font.

See also **apostrophes; quotation marks**.

configure In user documentation, avoid *configure*; use *set up* if possible.

connector Use the following terminology:

Edge connector: the connector on the edge of a peripheral card; fits into a slot

Jack: a small, round, 1-pin socket used in audio and video connections

Minicircular connector: an 8-pin connector

Plug: a connector with prongs or pins

Slot: a long, thin socket on the main logic board

Socket: a connector with holes

In user manuals, also describe connectors by their shape and size, by the icon that appears on the connector, or in another way appropriate to the context. The user should be able to identify the connector easily even if he or she doesn't know the terminology. Avoid *9-pin*, *11-pin*, *25-pin*, and *50-pin* (as well as the corresponding *DB-9*, *DB-11*, and so on) to describe connectors, because the actual number of pins may not be the number in the designation. You may, however, want to mention these terms in a glossary.

Don't use *male* or *female* to describe types of connectors.

Avoid obscure names such as *power input unit* in favor of more direct terms, such as *recessed plug*. See also **port**.

connector box, LocalTalk Refers to a small white box with a built-in connector box cable and a 9-pin or 25-pin plug, used to connect devices to LocalTalk cables. Not *connector*, *connection box*, or *drop box*.

connector box cable, LocalTalk Refers to the built-in cable on a LocalTalk connector box. Not *connection cable* or *connection box cable*.

constitute Parts *constitute* a whole. A whole *comprises* parts.

Students constitute a class.

A class comprises students.

container Avoid in user documentation except when explaining what a folder or disk is; use *folder* or *disk*.

contextual menu A menu that appears when you press the Control key and click an item on the screen in system software version 8.0 and later. Not *pop-up menu*. A contextual menu *opens* or *appears*; it doesn't *pop up*.

Control The key. Don't use *CTRL*, but *Ctrl* is OK when space constraints don't allow use of the full term (as in column heads in tables).

control character (n.), **control-character** (adj.) Note hyphenation of adjective.

control key Don't use in a general sense; use *modifier key*. The name of the specific key is capitalized: *Control key*.

controlled, controlling Not *controled, controlling*.

Control Panel Note capitalization. A single desk accessory in system software earlier than version 7.0.

control panel Lowercase. Refers to a file of type 'cdev' that allows the user to set or control some feature of hardware or software, such as the volume of the speaker or the number of colors displayed on the screen. Such files are available in System 7 in the Control Panels folder. Refer to a control panel by its name (capitalized) and add the words *control panel* (lowercase)—*Views control panel, Map control panel, Memory control panel, Monitors control panel, Sound control panel*, and so on. However, refer to the General Controls control panel as the *General Controls panel*. Compare **Control Panel**.

Control Panels folder Note lowercase *folder*. In System 7, a folder located in the System Folder for storing control panels.

Control Strip Note capitalization. Each part of the Control Strip is a *portion* (not a *module*): *the Battery Monitor portion of the Control Strip*. Portion names are capitalized (*the Screen Resolution portion*).

coprocessor No hyphen.

copy Don't capitalize unless referring to the Copy command by name. You *copy* something using the Copy command; you don't *Copy* it. You copy a file *onto* a disk, not *to* a disk.

copy-protect (v.), **copy-protected** (adj., pred. adj.), **copy-protection** (n.)
Hyphenated in all forms. A copy-protected disk or file is one that cannot be copied legally. Compare **write-protect, write-protected, write-protection**.

copyright page All manuals and updates must have a copyright page or copyright notice. This page is usually the second in the book and does not have a page number or a running foot. Onscreen documents also require a copyright notice.

The copyright page is a boilerplate element; see the boilerplate folder on your departmental file server to get a disk copy of the appropriate page for your manual.

All Apple trademarked products mentioned in the manual must receive a credit line on the copyright page. Certain third-party trademarked products also must receive a credit line on the copyright page (see the "Special and Licensed Trademarks and/or Copyrights" section of the most recent Apple trademarks list, which is available at <http://www.apple.com/legal/public/mlist.html>). For information on trademark symbols, see **trademarks**.

cord Use only to describe a power cord or a phone cord. Compare **cable**.

Corporation, Corp. Spell out or abbreviate according to the particular corporation's preference.

corrupted Avoid if possible. Use *damaged* instead.

CPU Abbreviation for *central processing unit*. Spell out and define on first occurrence. Don't use when referring to the whole computer. See also **main unit**.

CR Abbreviation for *carriage return*. Spell out on first occurrence. Refers to ASCII character \$0D or its equivalent. Use *return character* when writing about, for example, searches for return characters. Use *Return key* for the key you press. Explain the term *carriage return* if your manual's audience includes first-time computer users.

crash Avoid in user documentation, or reassure the reader that the term *crash* does not imply damage to hardware.

creator types A creator type name should be in computer voice and must consist of exactly four characters (one of which may be a space) inside straight, single, computer voice quotation marks; for example, 'A/UX', 'text', 'MPS '.

crossbar One word. Refers to the pointers shown in Figure 6.

crosshair One word. Refers to a pointer that is always two fine crossed lines (see Figure 7). Use only when the thickness of the lines does not change.

cross-references

to chapter titles

Use caps/lowercase and enclose the title, but not the word *Chapter* or the chapter number, in quotation marks.

See Chapter 2, "Using MacTerminal."

Some departments may include page numbers in cross-references to chapter titles; consult your department's style guidelines.

See Chapter 3, "Setting Up Your Computer," on page 24.

to disk or disc titles

Use caps/lowercase and italics; don't use quotation marks. Don't capitalize or italicize the word *disk*, *disc*, or *CD* unless it's part of the title as it appears on the label. Don't italicize generic disk or disc names. Don't include trademark symbols.

WebObjects Developer CD

Power Macintosh G3 CD

Rhapsody Drivers disk

Disk Tools disk

software install CD

In onscreen text, you can use quotation marks, not italics.

■ **Figure 6**
Crossbar pointers



■ **Figure 7**
A crosshair pointer



to printed manual titles

Use caps/lowercase and italics; don't use quotation marks. Don't capitalize or italicize phrases like *user's manual* unless they are part of the title as it appears on the cover of the manual. Don't include trademark symbols.

See *Getting Started With Your Macintosh Quadra 950*.

See your Macintosh user's guide.

In onscreen text, you can use quotation marks, not italics.

When referring to an edition number, use lowercase and spell out both the ordinal number and *edition*.

See *Technical Introduction to the Macintosh Family*, second edition, for more information.

to section titles

Use caps/lowercase and enclose the title in quotation marks. Some departments may include page numbers in cross-references to the titles of sections of printed manuals; consult your department's style guidelines.

See "Trouble Starting Up" in Chapter 4.

See "Before You Install the Software" on page 16.

to onscreen documents

Use quotation marks for references to onscreen documents. Don't place quotation marks around the names of specific Guide databases or Apple Help books, such as Drive Setup Guide or Keychain Access Help. Do place quotation marks around the names of sections of Guides or "chapters" of an Apple Help book (as you would the chapters of a printed book).

See the "Using PC Cards" topic area of Mac OS Guide, available in the Help menu.

See the section "New Features" in AppleScript Help.

CRT Abbreviation for *cathode-ray tube*. Spell out on first occurrence. Don't use when you mean *monitor* or *screen*.

CS Abbreviation for *communications slot*. Spell out on first occurrence. Don't use *CS slot*.

Ctrl Abbreviation for *Control*; initial cap only. Use only when space constraints don't allow use of the full term (as in column heads in tables); otherwise, use *Control*, as in *Control key* or *Control-S*.

curly brackets ({ }) Don't use; use *braces*, but it's OK to define braces on first mention as *curly brackets*.

cursor In describing the Macintosh desktop interface, use *insertion point* or *pointer*, depending on the context. *Cursor* may be appropriate in describing other interfaces and in technical manuals.

custom installation Not *custom install*. Note lowercase. You *perform a custom installation*; you don't *do a custom install*.

cut Don't capitalize unless referring to the Cut command by name. You *cut* something using the Cut command; you don't *Cut* it.

DAC Acronym for *digital-to-analog converter*. Spell out on first occurrence.

daisy chain (n.), **daisy-chain** (v., adj.), **daisy-chained** (adj., pred. adj.) Hyphenated except as a noun.

daisy wheel (n.), **daisy-wheel** (adj.) Note hyphenation of adjective.

dark-on-light (adj.) Note hyphenation.

dashes Use the em dash (—) to set off a word or phrase that interrupts or changes the direction of a sentence or to set off a lengthy list that would otherwise make the syntax of a sentence confusing. Don't overuse em dashes. If the text being set off does not come at the end of the sentence, use an em dash both before it and after it.

In cross-references to a specific part of a manual, use an em dash to separate the part number from the part title.

For more information, see *Getting Started With Your Macintosh Quadra 660AV: Part I—Setting Up Your Computer*.

(To generate an em dash, press Option-Shift-hyphen. Close up the em dash with the word before it and the word after it.)

Use the en dash (–) for the following purposes:

- between numbers that represent the endpoints of a continuous range:
bits 3–17, 1986–1987 (but see exception following this list)
- between the elements of a compound adjective when one of those elements is itself two words: *desktop interface–specific instructions*
- between keystroke names in a combination keystroke when at least one of those names is two words or a hyphenated word: *Option–⌘–Up Arrow, ⌘–Shift–double-click*.
- as a minus sign (except in computer voice, when you use a hyphen): –1, –65,535

Some programming languages, such as Pascal, use two unspaced periods to represent a range of numbers in code: 0 . . 15. Use this form for number ranges *in code only*. Use the en dash elsewhere.

(To generate an en dash, press Option-hyphen. Close up the en dash with the word before it and the word after it.)

See also **hyphenation**.

data Singular or plural, depending on the context. When used as a collective noun, *data* takes a singular verb. When the meaning is not collective, use a plural verb. In user manuals, avoid in favor of *information* if *information* makes sense in the context.

Collective and thus singular: Data is processed by the CPU.

Not collective and thus plural: Selected data are transferred immediately.

Data Access Language Always spell out when using in noun form. The acronym, *DAL*, should only be used in adjective form and only after the full name of the product has been previously stated, preferably in close proximity to the acronym.

DAL data manipulation

DAL error codes

This style is for legal purposes; *DAL* is another company's trademarked name.

database (n., adj.) One word. As a noun, *database* refers to the body of data manipulated by a database program.

data extension Not *database extension*. Use to refer to a file of type 'ddev'.

data file Two words, except in reference to the Pascal predefined file type *datafile*.

data storage cartridge No hyphens. Use to describe a removable storage device, such as a SyQuest or Mass Micro cartridge. OK to shorten to *cartridge*.

data terminal ready (DTR) signal No hyphens.

date/time record Note slash and lowercase.

daughter board Don't use; use *expansion board*.

DB-9 connector OK in technical manuals. In user manuals, describe the connector by its size and shape, icon, or in another way appropriate to the context (because it may have fewer than nine actual pins). In manuals written for new users, however, you may want to mention the term *DB-9* (*DB-11*, *DB-25*, *DB-50*) or include it in your glossary because users may see it elsewhere.

D-channel (n., adj.) Note hyphenation.

dealer Not *dealership*. Use *Apple-authorized dealer* or *authorized Apple dealer*. Don't shorten to *dealer* except in passages where using the full term becomes cumbersome or overly repetitive.

default (n., adj.) Define on first occurrence. In user manuals, you may want to use *preset*.

dehighlight, dehighlighted Don't use. Use *deselect* as a verb when appropriate; otherwise reword. Use *not highlighted* as an adjective.

DEL character Not *DELETE character* or *rubout character*. Refers specifically to ASCII character \$7F.

Delete The key; not *DEL key*. Compare **Forward Delete (Fwd Del)**.

depress Don't use; use *press*.

deprotect Don't use; use *remove protection*.

deselect (v.) OK to use when you mean *cancel a selection*. Not *uncheck*, *unselect*, *unhighlight*, or *dehighlight*. Compare **unselected**.

desk accessory In System 7 or later, don't use to refer to small application programs in the Apple (🍏) menu, such as the Scrapbook.

Incorrect: the Calculator desk accessory

Correct: Alarm Clock, Calculator, Scrapbook

Compare **accessory**.

desktop (n., adj.) One word, lowercase. Refers to the working area on the screen when the Finder is active. Use *desktop* or *Finder desktop* in user manuals when discussing activities the user performs or things the user sees on the desktop.

Desktop button Note capitalization. The button in the directory dialog box in System 7.

Desktop file Note capitalization. Refers to a resource file used by the Finder.

Desktop Folder Note capitalization. A folder name in System 7.

device Use to refer to any piece of hardware that connects directly (or indirectly through a network) to the computer. Use *peripheral device* on first mention. Compare **accessory**.

device name Two words. Note the treatment of these similar terms: *filename*, *pathname*, *user name*, *volume name*.

diacritical mark Not *diacritic*.

dialog box Refers to a box, like the one in Figure 8, that appears on the screen to request information. Don't use just *dialog* to refer to a dialog box. Name dialog boxes only if necessary. Naming a dialog box after the command that brings it to the screen is preferable. (The *directory dialog box* is an exception, named because it appears so often and thus needs to be uniquely identified.)

Avoid naming features within dialog boxes if at all possible. Instead, rely on figures with explanatory callouts about the function of each feature. If you need to name a feature, give it a generic name (such as *text box*) and make it as unobtrusive a part of the explanation as you can.

A dialog box *appears*, or the application program *presents* or *displays* a dialog box. Compare **alert box**.

■ **Figure 8** A dialog box



dialog message Don't use; use *message*.

dialup No hyphen.

different from Not *different than*. Make sure that both elements being compared are parallel nouns.

Correct: The user interface of the Macintosh is different from that of the Newton.

Incorrect: The user interface of the Macintosh is different from the Newton.

differently than Use when comparing two parallel clauses. Don't use *different than*, *different from*, or *differently from* for this purpose. But rewrite whenever possible to set up a construction in which *different from* is used to compare two parallel nouns.

Incorrect: She uses the computer differently than him.

Correct: She uses the computer differently than he does.

Preferable: Her use of the computer is different from his.

digital-to-analog converter (DAC) Note lowercase and hyphenation. Spell out on first occurrence.

DIMM Acronym for *Dual Inline Memory Module*. Spell out on first occurrence.

dimmed Use *dimmed*, not *hollow* or *grayed*, to describe a shaded icon, menu command, button, or option in a dialog box. Dimmed options cannot be selected. Dimmed menu commands cannot be chosen. Dimmed icons can represent disks whose contents are displayed in a window, disks that have been ejected, or files or folders in the window of a disk that has been ejected. They can also represent open programs. You don't need to say *dimmed (unavailable)* because a dimmed object is understood to be unavailable.

DIN Use all caps when referring to a type of connector, as in *DIN-8*.

DIP Acronym for *dual inline package*. Spell out on first occurrence. Note that the term *DIP switch* has no hyphen.

direct-connect (adj.) Note hyphenation.

direction keys Don't use; use *arrow keys*.

directory Refers to a subdivision of a volume available in the hierarchical file system (HFS). A directory can contain files and other directories. In user documentation, use *folder*.

directory dialog box Refers to a dialog box that allows you to open or save a file or otherwise gain access to the hierarchical file system. (See Figure 12.) Not *standard file dialog box*, except in technical documentation. Avoid using this term if possible; just describe what to do in the directory dialog box. If naming is necessary, name the dialog box according to the context: *Open dialog box*, *Save dialog box*, *Save As dialog box*.

directory name Refers to the name that appears above a list (directory) of files in a dialog box. Don't use *menu title* for this purpose.

disabled In user manuals, don't use when you mean *dimmed*.

disc Use only when referring to a compact disc, videodisc, optical disc, or other laser technology discs; otherwise, use *disk*. In ongoing references to compact discs, *disc* is preferable to *CD* or *CD-ROM*. See also **CD-ROM**.

disk Not *diskette*, *flexible disk*, *floppy*, *floppy microdiskette*, *micro disk*, *micro diskette*, or *microfloppydiskette*. Not *disc* except when referring to a compact disc, videodisc, optical disc, or other laser technology discs. (If the medium is magnetic, it's *disk*.) Use *floppy disk* to distinguish from hard disks or compact discs; never use just *floppy* for this purpose. In user documentation, use *disk* instead of *volume* to refer in general to floppy disks, hard disks, shared disks, and CD-ROM discs.

Use an article when appropriate: *the disk*; *a disk*; *save on a disk*, not *save to disk*. Never use as a short form for *disk drive*. Describe a disk according to the following criteria (and in this order): storage capacity (in number of bytes), physical size (in inches or centimeters, but always use decimals rather than fractions), removability from its drive (removable or fixed), and flexibility of the medium (floppy or hard). For example, *1.4 MB 3.5-inch removable floppy disk* or *2 GB 5.25-inch fixed hard disk*.

Include only as much information as is necessary to avoid confusion in the context of each description (in many cases, *disk*, *hard disk*, or *floppy disk* is enough).

disk drive (n., adj.) Don't use *drive* when you mean *disk*. Don't hyphenate *disk drive* when it is used as a compound adjective.

See also **drive**.

diskette Don't use; use *disk*.

disk name Use when referring to the name that appears beneath a disk's icon in the desktop interface; don't use *disk title* for this purpose.

Disk Operating System (DOS) Spell out and capitalize on first occurrence when referring to a specific disk operating system, such as DOS 5.0 or MS-DOS; spell out and lowercase *disk operating system* in generic references.

DOS is an acronym for *Disk Operating System*.

DOS 5.0 and Pascal are two disk operating systems.

disk or disc titles Use caps/lowercase and italics for the full title of a disk or disc. The word *disk* or *CD* may not be part of the title; follow the usage on the official label. *The* is usually not part of the disk title.

Install Disk 1

Apple Displays Software

Use the *Disk Tools* disk to start up your computer.

Use lowercase when referring to a disk or disc by less than its full title, or for disks or discs with "generic" titles.

Insert the system software disc into the CD-ROM drive.

Install the software from the printer software disk.

Use the AppleShare disc to install client software on another computer.

display *Display* is an acceptable synonym for *monitor* if the product's name includes *Display*. Use to refer to the built-in PowerBook monitor. Don't use when you mean *desktop* or *screen*.

Correct: Three options appear on the screen.

Incorrect: Three options appear on the display.

Correct: Use a tilted swivel stand for your monitor.

Correct: Position the PowerBook's display to avoid glare.

display device Refers to a device connected to the computer that displays text or graphics. If possible, be more specific: *monitor* or *television set*.

display sentence Use a display sentence when the appropriate level of text head would be too prominent for a particular purpose. (The most frequent use of display sentences is in troubleshooting sections or chapters; they are also used for tutorials or sequences that tell the user how to carry out a procedure.)

Don't overuse display sentences; their impact is diminished when they occur too often. Don't use display sentences when regular text (or a less prominent element such as a list) would be just as effective.

display system Refers to a monitor and the display card (sometimes called a *video card*) that supports it.

division sign Not *division symbol*.

document In user manuals, refers to a file the user creates and can open, edit, and print. HyperCard documents are called *stacks*. Compare **file**.

document window Don't use; use *document* or *window*, not both. In technical manuals, *document window* is OK in reference to the predefined window type.

DOS Acronym for *Disk Operating System*. Spell out on first occurrence. In generic references, spell out and use lowercase.

dot Use *dot*, not *bit*, when describing an individual screen pixel. See also **pixel**.

dot matrix (n.), **dot-matrix** (adj.) Note hyphenation of adjective.

The video display is presented in the form of a dot matrix.

The StyleWriter produces dot-matrix output.

dots per inch, dot-per-inch (dpi) Spell out on first occurrence; OK to use *dpi* thereafter. If used as an adjective preceding a noun, hyphenate and use *dot-per-inch*.

The printer provides a resolution of 300 dots per inch (dpi); it can be upgraded to 600 dpi.

The printer provides a 300-dot-per-inch (dpi) resolution; some printers offer 600-dpi resolution.

double click (n.), **double-click** (v.), **double-clicking** (n., v.) Note hyphenation.

Small children may have trouble with a double click.

Adults can double-click without difficulty.

Double-clicking allows you to work faster.

You do this by double-clicking the icon.

Down Arrow The key. When referring to more than one of the arrow keys, *arrow* is lowercase (as in *the arrow keys*).

download (v.), **downloadable** (adj.) One word. A font that can be downloaded is called a *downloadable font*, not a *downloaded font*. (But when a downloadable font has been downloaded, it's OK to refer to it as a *downloaded font*.)

dpi Abbreviation for *dots per inch*. Spell out on first occurrence.

drag Refers to the act of positioning the pointer, pressing and holding down the mouse button, moving the mouse, and then releasing the mouse button. Define on first mention. Always use *drag* in reference to objects on the screen. Don't use *drag the mouse*. Don't use *click and drag*. Don't use *place*, *put*, or *move* when you mean *drag*.

Correct: Drag the icon all over the screen.

Incorrect: Click and drag the icon to the Trash.

Correct: Drag the icon to the Trash.

Incorrect: Put the icon in the Trash.

drag-and-drop (adj.) Note hyphenation and capitalization. Use only as an adjective (*the drag-and-drop feature of the Mac OS*). Don't use as a compound verb (since the act of dragging an item includes dropping the item in place).

Incorrect: Drag and drop the file onto the printer icon.

Correct: Drag the file onto the printer icon.

DRAM Acronym for *dynamic random-access memory*. Pronounced "DEE-ram." Spell out on first occurrence.

drive A drive holds storage devices (*hard disk drive, CD-ROM drive, Zip drive*). Don't capitalize *drive* or *disk drive* except when describing a preprinted disk drive label on which the term is capitalized, or when using a product name such as *Apple SuperDrive*. Don't use *drive* when you mean *disk*. See also **CD-ROM drive**; **hard disk**.

driver Capitalize the word *driver* in a driver name only if it is part of the product name; for example, *Sound Driver* or *Disk Driver*. When using the term *driver* generically, as in *print driver*, don't capitalize. In user documentation, avoid using *driver*; use *software* instead (*printer software*).

drop box When referring to a LocalTalk connector box, don't use; use *connector box*.

dual inline memory module (DIMM) Note capitalization. Spell out on first occurrence.

dual inline package (DIP) Spell out on first occurrence.

due to Not *due to the fact that*. A phrase beginning with *due to* must follow a linking verb and must function as a subject complement; it cannot function as an independent prepositional phrase. Use *because of* with prepositional phrases.

Correct: The interference was due to a faulty cable.

Correct: Your programs will start up faster because of the additional memory.

duplicate To create a copy of a file by selecting the file on the Finder desktop and choosing the Duplicate command from the File menu.

DVD Don't spell out; *DVD* doesn't stand for a specific term.

DVD-Audio, DVD-Video Note capitalization and hyphens.

DVD-ROM Don't use *DVD-ROM* as a noun; it must modify another word, such as *drive*. The plural is *DVD-ROM discs*, not *DVD-ROMs*.

DVD-ROM drive Not *DVD player* when referring to a device that reads DVD discs.

dynamic update Don't use. Use *automatic update* when discussing application programs that support the publish and subscribe feature of System 7.

easy installation Not *easy install*. Note lowercase. You *perform an easy installation*; you don't *do an easy install*.

EBCDIC Acronym for *Extended Binary-Coded Decimal Interchange Code*. Spell out on first occurrence. The acronym is pronounced "EB-si-dik."

edition Lowercase. Not *edition file* except where necessary for explanation.

edition numbers When referring in text to an edition number, use lowercase and spell out both the ordinal number and *edition*.

Technical Introduction to the Macintosh Family, second edition.

editor Capitalize *editor* only when using the full name: *the MPW Editor*, but *the editor*.

effect (n., v.), **affect** (v.)

Effect (n.): æ-H has no *effect* [result] on any other window.

Effect (v.): æ-H *effects* [brings about] a change.

Affect (v.): The change in format *affects* [influences] only the text you've selected.

e.g. Don't use; use *for example* or *such as*.

8-pin minicircular connector Note hyphenation. Use a numeral (don't spell out *eight*). After first mention, the shorter *minicircular connector* is fine.

Avoid in user manuals—describe the connector by its size and shape, icon, or in another way appropriate to the context, because it may have fewer than eight actual pins. See also **connector**.

eject (trans. v.) Don't use as an intransitive verb.

Correct: The disk drive ejects the disk.

Correct: To eject the disk, drag its icon to the Trash.

Incorrect: The disk ejects.

electromagnetic interference (EMI) Spell out on first occurrence.

11-pin connector Note hyphenation. Avoid in user manuals—describe the connector by its size and shape, icon, or in another way appropriate to the context, because it may have fewer than 11 actual pins. See also **connector**.

ellipsis points Some commands have three unspaced periods following the command name in the menu. Use the periods in any text head made up solely of the command name and in the corresponding entry in the table of contents; don't use the periods in running text or in the index.

When three periods are used to represent material omitted within a quotation, or text that trails off, the printing convention is to separate the periods with spaces:

"What a piece of work is man! . . . in apprehension how like a god!"

Be sure to save your document frequently, because if you don't . . .

When the material preceding ellipsis points is a complete sentence, add a fourth point as a period, before the ellipsis points and closed up with the last word:

"In the beginning God created the heaven and the earth. . . . And God said, Let there be light: and there was light."

Some programming languages, such as Pascal, use two unspaced periods to represent a range of numbers in code: 0 . . 15. Use this form for number ranges *in code only*. Use the en dash elsewhere.

e-mail Note lowercase and hyphen. Don't use an article with the noun (don't use *an e-mail*, although *an e-mail message* is OK). Don't use as a verb. Capitalize as *E-mail*, not *E-Mail*.

Correct: Send an e-mail message to your mother.

Correct: You can contact Apple Computer by e-mail.

Incorrect: Your mother wants you to e-mail her.

e-mail address E-mail addresses use this format: *username@location.subdomain.domain*. For instance, the address *mac@worm.apple.com* specifies a user named "mac" at the location (sometimes a physical computer, but not always) "worm" in the "apple" subdomain of the "com" domain. Use plain text for e-mail addresses in text. Avoid end-of-line breaks in e-mail addresses; if necessary, set the address on a separate line. Avoid punctuation immediately before or after e-mail addresses. See also **Internet address**.

eMate Note capitalization.

embed Not *imbed*.

em dash See **dashes**.

EMI Abbreviation for *electromagnetic interference*. Spell out on first occurrence.

enabled Avoid in user documentation. In technical manuals, it's OK to use *enabled* and *disabled* when describing buttons, menu commands, and the like.

en dash See **dashes**.

end-of-file (EOF) The character. Note hyphenation. Spell out on first occurrence.

end user (n.), **end-user** (adj.) Avoid in favor of *user*; use *end user* only if necessary to distinguish between types of users (a network administrator and other users on the network; a developer and users of his or her product).

energy management software No hyphen.

energy-saving (adj.) Note hyphenation.

ensure, insure Use *ensure* to mean *make sure* or *guarantee*. Use *insure* to describe what an insurance company does. Compare **assure**.

enter Don't use when you mean *type* or *press*, but *enter* is appropriate when referring to data. *Enter* implies typing information and pressing Enter or Return. You *enter* data, *type* words and characters, and *press* keys. Compare **press**; **type**.

Enter The key. Note capitalization.

entitled Don't use; use *titled*, *named*, or *called*.

EOF Abbreviation for *end-of-file*. Spell out on first occurrence.

equal sign Not *equal's sign*, *equals sign*, or *equal symbol*.

Esc The key. Include the word *Escape* in parentheses on first occurrence.

First occurrence: Press the Esc (Escape) key.

Thereafter: Press Esc.

When describing escape sequences, don't use a hyphen between names of keys, because the keys are pressed and released separately: *Esc 4*, *Esc F*.

et al. Don't use; use *and others*.

etc. Don't use; use *and so forth* or *and so on*.

Ethernet One word. Note capitalization. No embedded cap. Refers to one type of cable system used to link computers and peripheral devices in an AppleTalk network. OK to use *Ethernet network* or simply *Ethernet* depending on the context. See also **AppleTalk**; **EtherTalk**; **LocalTalk**.

EtherTalk Refers to the software that, along with an Ethernet cable system, is used for one implementation of the AppleTalk network system. Don't use *EtherTalk* when referring to the cable system; use *Ethernet*. See also **AppleTalk**; **Ethernet**; **LocalTalk**.

exit You *exit from*, *leave*, or *quit* a program. You never *exit* a program. Compare **abort**; **cancel**; **halt**; **interrupt**; **stop**.

expansion bay The space inside a computer where hardware modules (such as floppy disk drives and CD-ROM drives) can be inserted and removed. OK to use *drive bay* if the bay in question takes only storage devices.

expansion board Not *daughter board* or *piggyback board*.

expansion slot Not *peripheral slot* or *accessory slot*. You can also use *slot* without the qualifier *expansion*. Lowercase even in specific references: *slot 1*, *slot 6*.

Extended Binary-Coded Decimal Interchange Code (EBCDIC) Note hyphenation and capitalization. Spell out on first occurrence.

Extensions Manager Note capitalization. Not *Extension Manager*.

external monitor Use only to refer to monitors connected to portable computers or computers with a built-in monitor. For modular computers or unknown configurations, use *additional monitor*.

F1, F2, F3, . . . Function keys on the Apple Extended Keyboard. Capitalize the F, and use plain (not italic) style and Arabic numerals. No space between letter and numeral.

face Don't use; use *font* or *font family*, whichever is appropriate.

fair language Avoid cultural biases and stereotypes, which may offend some users of Apple products. Be aware of the variety of people who are potential Apple customers, and write consciously to include them.

Include a variety of ethnic names in examples: not always *Jones, Smith, and Johnson*; sometimes *Wong, Scharanski, Kawabata, Contreras, Meyer*, and so on.

Include both female and male names in examples: not always *John, Jim, and Bob*; sometimes *Jane* and *Susan* (better yet, sometimes *Maria, Carlos, Yoshiko*, and so on). Portray both women and men in a variety of occupations and situations, not just stereotypic ones.

Avoid using male pronouns generically. Use *he or she*, or switch to the plural when *he or she* is awkward. Sometimes you can use the second person.

Incorrect: A programmer debugs his code . . .

Correct: A programmer debugs his or her code . . .

Preferable: Programmers debug their code . . .

You debug your code . . .

fanfold paper No hyphen.

Fast Ethernet Note capitalization. See also **Ethernet**.

fax modem card No hyphen or slash.

FDHD drive Don't use; use *Apple SuperDrive* or *high-density disk drive*. See **Apple SuperDrive**.

felt-tip pen Note hyphenation. Not *felt-tipped pen*.

female connector Don't use; use *socket*. See also **connector**.

fewer, less Use *fewer* for countable items; use *less* for quantity or bulk.

The fewer devices in your AppleTalk network system, the less cable you need.

fiber optics (n.), **fiber optic** (adj.) The adjective is two words, no hyphen (*fiber optic cable*).

Field tool Note capitalization.

50-pin connector Note hyphenation. Avoid in user manuals—describe the connector by its size and shape, icon, or in another way appropriate to the context. See also **connector**.

figure Line art, photographs, and screen shots are all considered figures. Figures should be used when their presence will enhance the reader's understanding or will illustrate a procedure or point that is not evident from the text alone. Consider your audience when you plan an art program for a manual.

figure caption Most figure captions include both a figure number and a figure title. Not all figures need captions; you may spoil some of the effect of whimsical line art, for example, if you belabor the obvious by giving such a figure a number and title. But anytime you need to refer specifically to a figure, that figure needs a number and a title.

Unnumbered figures are not included in a list of figures and tables. A figure with a number must also have a title; a figure with a title generally has a number.

Figure titles should be short and to the point; a line and a half should be considered the absolute maximum. Avoid changing type styles in figure titles.

Capitalization style for figure titles is initial cap only; there is no ending punctuation, even if the figure title is a complete sentence. Use articles in captions whenever appropriate: *The Apple menu*, not *Apple menu*; *An external CD-ROM drive connected to a Macintosh*, not *external CD-ROM drive connected to Macintosh*.

All numbered figures should have an in-text reference to point the reader to the appropriate figure at the appropriate point. Don't refer to "the illustration below" or "the illustration above" when page breaks can change in production.

In-text references can follow five styles:

- standing alone as a complete sentence within parentheses: (*See Figure A-12.*)
- at the end of the text sentence, in parentheses: *Choose Calculator from the Apple menu (see Figure 6-2).*
- standing alone as a complete sentence without parentheses: *See Figure 5-5.*
- standing alone as a sentence fragment within parentheses: *the Apple menu (Figure 3-13)* . . .
- part of the main text sentence, without parentheses: The Page Setup dialog box, shown in Figure 5-20, appears when. . .

You can use any combination of these styles, but be consistent for comparable purposes.

figure text Use figure text (also known as *labels*) for any type that accompanies a figure (usually line art) but is not connected to the figure by a leader line. (Labels are usually embedded in the figure.) Keep labels brief. Capitalization style is initial cap only.

file Refers to any entity stored on a disk, regardless of whether the user can open, edit, or print it. Compare **document**.

FileMaker, Inc. Note capitalization.

filename One word. In specific references, capitalization should agree with the directory listing.

Name the file Paperdoc.

This suitcase contains CurrencyConverter.nib, the file that contains the user interface.

Note the treatment of these similar terms: *device name*, *pathname*, *user name*, *volume name*.

file server Two words. In user documentation, use only when you are explaining what a file server is (a computer that is dedicated to holding files shared by users on a network). Use *shared disk* to refer to a file server icon on the desktop. See also **shared disk**.

file sharing (n.), **file-sharing** (adj.) Two words. Note hyphenation of adjective.

File Transfer Protocol (FTP) Note capitalization. Spell out on first occurrence. See also **FTP**.

file types Two words: *code file*, *data file*, *destination file*, *DOS file*, *source file*, *text file*, *work file*. But Pascal predefined file types appear as one word: *asciifile*, *codefile*, *datafile*, *sourcefile*, *textfile*.

A file type name should be in computer voice and must consist of exactly four characters (one of which may be a space) inside straight, single, computer voice quotation marks; for example, 'TEXT', 'APPL', 'BIN'.

Finder Note capitalization. The *Finder* is the program that keeps track of your files and folders and displays the desktop (the working area on the screen with disk icons, a Trash icon, and so on).

In user manuals, when discussing activities the user performs or things the user sees on the desktop, use *desktop* or, if necessary for the sake of identification, *Finder desktop*. Avoid using *Finder* by itself unless you are describing the program.

A user documentation example:

To print from the desktop, first select the documents you want to print.

A technical documentation example:

The Finder recognizes a program by its unique application signature.

first person Don't use; rewrite in terms of the reader or the product.

5.25 Not 5¼ when referring to 5.25-inch disks.

fixed-width (adj.) Preferred term to describe fonts, such as Courier, in which each character takes up the same amount of space on the line. Synonymous with *monospaced*.

flashing Don't use to describe the insertion point or the cursor; use *blinking* for this purpose.

flatbed scanner Note that *flatbed* is one word.

flexible disk Don't use; use *disk*.

floppy, floppy microdiskette Don't use; use *disk*. Use *floppy disk* to distinguish from hard disks or compact discs; never use just *floppy* for this purpose.

flowchart One word. (Exception to *American Heritage*.)

folder A folder can contain documents, applications, and other folders. In Macintosh technical documentation, folders are sometimes referred to as *subdirectories*.

Capitalize folder names according to how they are named and how they appear on the screen. If the word *folder* does not appear in the folder name, do not capitalize the *f*.

Communications folder (the word *folder* doesn't appear on the screen)

System Folder (the word *folder* appears on the screen and is capitalized)

folio Page numbers, or *folios*, appear on all pages except the inside front and back covers, the title page, the copyright page, part openers, and any blank left-hand pages preceding chapter openers.

In some cases, a manual may require double folios (that is, folios that include both the chapter number and the page number within the chapter).

following When used in a phrase that introduces a list, *following* is always an adjective, not a noun.

Incorrect: To use this application program, you need the following:

Correct: To use this application program, you need the following equipment:

font (1) For bitmap fonts, a complete set of characters in one typeface (such as Times or Garamond), size, and style. (2) For outline fonts, a complete set of characters in one typeface and style. Don't use *face*. Compare **font family**; **typeface**.

Font/DA Mover Note capitalization and slash.

font family Use to refer to a complete representation of characters for one typeface, including all available sizes and styles (for example, Times or Garamond). A font family may include both bitmap and outline fonts. Compare **font**; **glyph**; **typeface**.

font size Not *type size*. When the meaning is clear, it's OK to use just *size*.

font style Not *typestyle* or *typeface attribute*. Refers to one or more attributes such as boldface, underline, italic, shadow, and so on. When the meaning is clear, it's OK to use just *style*.

format (n.) Refers to the arrangement and appearance of text, graphics, and other elements (such as footers) on a page.

format (v.) When referring to disks, *format* and *initialize* mean the same thing. When referring to tapes, use *format* rather than *initialize*.

form feed (n.), **form-feed** (adj.) Note hyphenation of adjective.

Fortran Note capitalization.

Forward Delete (Fwd Del) The key on the Apple Extended Keyboard. Spell out on first occurrence. Compare **Delete**.

fractions In nontechnical documentation, spell out fractions whose denominator is 10 or less in running text (but not in specification lists, technical appendixes, or tables). Spelled-out fractions are hyphenated: *one-tenth*, *one-fifth*, *three-fourths*.

When expressing a noninteger greater than 1 in fractional form, use a mixed numeral rather than an improper fraction.

Correct: 1½

Correct: 1/6

Incorrect: 7/6

free Don't use to refer to available random-access memory (RAM); use *available*.

freeze Use to refer to the behavior of a pointer on the screen. Put quotation marks around *freeze* on first use. Avoid using as a noun or to refer to something the computer does; use a phrase such as *not responding*.

If the pointer "freezes" on the screen, or the computer doesn't respond to the mouse or keyboard, follow these instructions.

front, frontmost The active window is the *front* or *frontmost* window.

FTP Abbreviation for *File Transfer Protocol*. Avoid as a verb; use *transfer files* instead. The UNIX command *ftp* is all lowercase. See also **anonymous FTP**.

Correct: You use FTP software to transfer files from a remote computer to your hard disk.

Correct: You use the ftp command to transfer files from a remote computer to your hard disk.

Incorrect: You can FTP files from a remote computer to your hard disk.

full-duplex (adj.) Note hyphenation.

full-height (adj.) Not *full-high*.

functional-area Apple events Note hyphenation. See also **Apple event**.

functionality Avoid. Use *function*, *feature*, or another appropriate term.

function keys Refers to the keys on the Apple Extended Keyboard labeled F1, F2, F3, and so on. Note that *function* is lowercase.

future tense Whenever possible, don't use. Use present tense. Don't switch unnecessarily from present to future tense when present tense is sufficient to express a sequence of steps or events. Use present tense for conditional constructions such as those in the following examples:

Correct: If the `nowait` parameter is true, play from the disk stops immediately, and program control returns to the caller.

Incorrect: If the `nowait` parameter is true, play from the disk will stop immediately, and program control will return to the caller.

Future tense is sometimes appropriate—for example, when a product described is not yet available but soon will be.

The configuration of the slot connector will change whenever a newer, more powerful microprocessor is used in the Macintosh family.

Interapplication communication will play an increasingly important role in system software.

Fwd Del Abbreviation for *Forward Delete*. Refers to the key on the Apple Extended Keyboard. Spell out on first occurrence.

GB Abbreviation for *gigabyte*. Spell out on first occurrence. The adjective form is not hyphenated (*2 GB hard disk*). In the noun form, a space separates the numeral and the abbreviation, and the preposition *of* is necessary before the unit that the value quantifies (*2 GB of memory*).

Gbit Abbreviation for *gigabit*.

gender stereotypes See *fair language*.

General Controls panel Note capitalization and spelling. Not *General control panel* or *General Controls control panel*. See also **control panel**.

glossary The writer and editor determine whether a book needs a glossary.

Select terms for inclusion in the glossary with the most naive user in mind. (It does no harm to include terms that most readers already know—those readers will never bother looking the terms up anyway, and you may be helping the least experienced of your readers immensely.) Terms unfamiliar to most readers should always be included in the glossary. Such terms should also be defined on first occurrence.

glyph In discussions of font technology, use when necessary to refer to the distinct visual representation of a character that a display device, such as a monitor or printer, can display. In some non-Roman writing systems, several different glyphs may be used to represent a single character.

go-away box Don't use; use *close box*.

go-away region Not *close region*.

Gopher Note capitalization. Use as an adjective (a Gopher site, a server with Gopher software). The UNIX command *gopher* is all lowercase.

Correct: You can use a Gopher site to find files located on computers throughout the world.

Correct: You can use the `gopher` command to find files located on computers throughout the world.

Incorrect: You use a Gopher to find files on remote computers.

graphic (adj.) Not *graphical*, except in *graphical user interface*. Compare **graphics**.

graphical user interface Note lowercase. Don't use the acronym *GUI*. Compare **graphic**.

graphics (n., adj.) The noun form usually takes a singular verb.

High-resolution graphics lets you draw with much more detail.

But: Graphics are the responsibility of the artist.

Use *graphics* (not *graphic*) as an adjective in relation to the field of graphic art or graphic design.

The Macintosh offers graphics capabilities that no one would have thought possible from a personal computer just a few years ago.

gray Not *grey*.

grayed Don't use; use *dimmed* or *highlighted in gray*, depending on the context.

grayscale (n. and adj.) One word.

greater-than sign Note hyphenation. Not *greater-than symbol*. You can also use *right angle bracket* if appropriate in the context.

grey Don't use; use *gray*.

grounded outlet Not *grounding-type outlet*.

grow box Don't use; use *size box*.

grow region Not *size region*.

Guide Short for *Apple Guide*. Both *Apple Guide* and *Guide* are capitalized.

Guide menu Not *question-mark menu*.

half-duplex (adj.) Note hyphenation.

half-height (adj.) Not *half-high*.

halt Refers to what happens when the operation of a program stops. Compare **abort**; **cancel**; **exit**; **interrupt**; **stop**.

handshake, handshaking One word. See also **XON/XOFF**.

hang Don't use as a description of the computer's behavior in response to a system error; use a phrase such as *not responding*.

Correct: If the computer does not respond to input from the keyboard or mouse, a system error may have occurred.

Incorrect: If the computer hangs, a system error has probably occurred.

"happy Macintosh" Refers to the startup icon. Use quotation marks. Not *happy Mac*.

hard disk (n., adj.) Not *rigid disk*. Use *hard disk* to refer to a disk and its contents, and *hard disk drive* to refer to the mechanism that holds and accesses the disk.

Correct: Install the administration software on the server's hard disk.

Correct: You can install a second hard disk drive in the expansion bay.

hard drive Don't use. Use *hard disk drive* to refer to the mechanism that holds and accesses the hard disk.

HD disk Don't use. Use *high-density disk*.

heads See *text head*.

hexadecimal In user manuals, don't use *hex* as a shorthand form. In technical manuals, *hex* is OK, but spell out *hexadecimal* on first occurrence.

hexagonal-head screw Not *hex-head screw*.

HFS Abbreviation for *hierarchical file system*. Avoid in user manuals; use *Mac OS Standard format* instead.

HFS Plus Note capitalization. Don't use *HFS+*. Avoid in user manuals; use *Mac OS Extended format* instead.

hierarchical Not *hierarchial*.

hierarchical file system (HFS) Spell out on first occurrence.

high bit (n.), **high-bit** (adj.) Not *hi bit* or *hi-bit*. *High bit* is an acceptable short form for the noun *high-order bit*.

high-density disk Preferable to *HD disk* or *1.4 MB floppy disk*. Explain on first use that these disks contain 1.4 MB of storage space. You may also want to point out that they are stamped with the letters "HD," which stand for *high density*, and that these disks can't be used in 400K or 800K disk drives. Compare **1.44 MB disk**.

highlight (trans. v.) Don't use in user manuals. In technical documents, don't use as an intransitive verb.

Correct: Your application should know what the selection range is and highlight it properly.

Incorrect: The icon highlights when you click it.

Compare **highlighted**; **highlighting**; **select**.

highlighted (adj.) No hyphen. Not *hilighted*. Don't use *inverted* except in technical documentation. When explaining highlighting, use "a highlighted icon changes color" or "a highlighted icon is filled in."

Correct: When you click the icon, it becomes highlighted.

Incorrect: When you click the icon, it highlights.

Don't use *unhighlighted* or *dehighlighted* for an item that isn't highlighted; use *not highlighted*.

highlighting (n.) No hyphen. Don't use in user manuals. In technical documents, don't use *highlight* as a noun.

Correct: When displaying a selection range, an application marks it with highlighting.

high-order bit (n.) Not *hi bit* or *hi-bit*. *High bit* is an acceptable short form.

high resolution (n.), **high-resolution** (adj.) The short form *hi-res* (n., adj.) is OK in some technical manuals or when space constraints don't allow use of the full phrase (as in column heads in tables).

Hindi Don't use when referring to the writing system used to represent Hindi and several other Asian languages; use *Devanagari*.

hit (n.) Don't use to refer to an item found in a search, or to the act of connecting to a Web page.

Incorrect: This Web site receives many hits per day.

Correct: Many users connect to this Web site each day.

hit (v.) Don't use to instruct users to press a key; use *press* instead.

hollow Don't use to describe the icon of a window displayed on the desktop; use *dimmed*.

Home card Note capitalization.

home page Two words; lowercase. Use to refer to a Web page that serves as the directory or entry point to a Web site. Don't use to refer to an entire Web site.

Incorrect: Visit the Apple home page to purchase products.

Correct: The Apple home page has a link to The Apple Store, where you can purchase Apple products.

Correct: Visit the Apple Web site for more information about Apple products.

hot link Don't use to refer to hypertext links in World Wide Web pages; use *hypertext link* or just *link*.

HTML Abbreviation for *hypertext markup language*. Spell out on first occurrence. Use all caps when referring to the programming language. Use all lowercase when part of a URL. A file can be *in HTML* or *an HTML file*, but it is not *in HTML format* (because HTML is not a format).

Correct: If you know HTML, you can create Web pages.

Correct: You can find the file at the following address:

<http://www.books.com/classics.html>

HTTP Abbreviation for *Hypertext Transfer Protocol*. Use all lowercase when part of a URL.

humor Humor can enhance material by adding to a reader's enjoyment and by helping to lighten the tone. Humor usually works best in examples, where it is less likely to distract the reader.

Be careful that your humor is in good taste—one reader's joke can be another reader's insult—and keep in mind that humor may not translate well in localized manuals. See also **fair language**.

hypertext link *See link*.

hyphenation In general, hyphenate two words that precede and modify a noun as a unit. Follow this rule especially when

- confusion might result if the hyphen were omitted, as in *parameter-list pointer* or *read-only memory*
- the second word is a participle, past or present, as in *DOS-formatted disk* or *free-moving graphics*
- the two modifiers are a number or a single letter and a noun or a participle, as in *32-bit color* or *D-shaped connector*

When using a unit of measure in a compound adjective, hyphenate the compound (*3.5-inch floppy disk*). When using a metric unit of measure, including K, KB, MB, and so on, do not hyphenate (*4 GB hard disk*).

Hyphenate compounds such as *lower-left corner*, *top-right portion*.

Don't hyphenate *disk drive*, *hard disk*, *home control*, or *thermal transfer* either as nouns or as adjectives.

Don't hyphenate compounds with *very* or with adverbs that end in *-ly*.

very good time

recently completed project

In combination keystrokes, use hyphens to signify that the first key or keys should be held down while the last key is pressed. (Don't use hyphens if each key should be pressed and released separately.) Be sure to explain this convention on first use.

Control-Shift-N

Esc N

When one of the key names in a combination keystroke is itself two words, however, use an en dash wherever you would normally use a hyphen.

Option–right bracket

Option–⌘–Up Arrow

Shift–double-click

⌘–Shift–double-click

See also **dashes**.

I Don't use first person; rewrite in terms of the reader or the product.

I-beam Note capitalization. Refers to the pointer shown in Figure 9.

IC Abbreviation for *integrated circuit*. Spell out on first occurrence. No apostrophe for the plural: *ICs*.

i.e. Don't use; use *that is*.

IEEE Abbreviation for *Institute of Electrical and Electronics Engineers*. Spell out on first occurrence.

if necessary Avoid in user documentation. Describe the circumstance in which the action would be necessary.

iMac Note capitalization. Not *Macintosh iMac* or *iMac Macintosh*. OK to use *iMac* alone, without the following noun *computer*.

imbed Don't use; use *embed*.

Important Use an *Important* notice to alert the reader to significant potential trouble spots that do not cause bodily injury, damage, or loss of data. (Those situations require a *Warning* notice.)

Use *Important* notices and other notices sparingly; they lose effectiveness if they appear too often. Don't use an *Important* notice immediately before or after a *Note* or *Warning* notice, or immediately after a text head. See also **Note**; **Warning**.

■ **Figure 9**
An I-beam pointer



Incorporated, Inc. Spell out or abbreviate according to the particular corporation's preference.

index For detailed guidelines on when a manual should have an index and what it should include, see the indexing guidelines for your department.

indexes Not *indices*, unless you mean mathematical indices.

This program can be used to generate indexes.

index style For more information about indexing, see department-specific guidelines.

Choosing entries

- For many books, two levels of entries are enough. Some books may require three. The number of levels should be agreed upon by the indexer, writer, and developmental editor before the indexing begins, though the indexer may suggest changing the number after work begins. A reference book that has several parallel parts is a likely candidate for three levels of entries because the subjects of the parts could add a level.
- A main entry shouldn't have more than five page numbers after it. If there are more than five page numbers, use subentries.
- Avoid adjectives as main entries with nouns as subentries; usually such subentries should be separate main entries. For example, *synchronous communication* and *synchronous modem* should each be main entries; *communication* and *modem* should not be subentries of *synchronous*.
- Wording should be as terse as possible, but it's OK to use prepositions and conjunctions such as *in*, *of*, and *and* to make the relationship between the main entry and subentry clear. Ignore these "small words" when alphabetizing.
- Use the subentry *defined* only when there are multiple page numbers for an entry; if only one page number is given, no subentry is necessary.
- Names of commands, routines, and options should be followed by an identifier in the index entry, especially when the same word or words have another meaning; for example, *Print command* rather than just *Print*, *@MAX function* rather than just *@MAX*, *PL option* rather than just *PL*.
- Avoid using *(s)* to make a main entry both singular and plural. Subentries can be worded so that all of them read correctly with one form of the main entry.

Cross-references

- *See also* goes immediately after the main entry. Use a period after the main entry and use semicolons to separate items in a list of cross-references. For example,

icons 4. *See also* applications; disks; documents; folders

- You may use a *see* cross-reference when there is more than one way to index a topic *and* the topic has subentries.

USB. *See* Universal Serial Bus OK if "Universal Serial Bus" has subentries.

expansion connectors. *See* connectors OK if "connectors" has subentries.

If the topic has no subentries, put the page numbers in both places; don't use a *see* cross-reference.

Universal Serial Bus (USB) 26, 111 Correct forms if there aren't subentries.
USB (Universal Serial Bus) 26, 111

You may put the full entry both places even when there are subentries, but you must set a consistent cutoff point for using cross-references instead of the full entry (when the entry is more than five lines, for example).

- If an index entry is a term not used in the document, always use a *see* cross-reference to refer to the term that is in the document, even when the entry has no subentries.

booting. *See* starting up Correct whether or not "starting up" has subentries.

Order of the entries

- Alphabetize letter by letter, not word by word.
- When an entry begins with a numeral, alphabetize it as if the number were spelled out. When entries that contain numbers are grouped together, put the entries in numerical order within that group. For example, *Apple II* before *Apple III*, and *6502* before *65816*.
- Indexes may begin with a section of nonalphabetic entries. The section could include symbols, numbers, Greek letters, and so forth. Most entries in this section should also appear subsequently, alphabetized as if they were spelled out.
- Separate entries with alphabetic headings: *A*, *B*, and so on. A letter for which there are no entries should be listed after the preceding letter. (If there are no entries beginning with *X*, the heading would be *W*, *X*—not *X*, *Y*.)

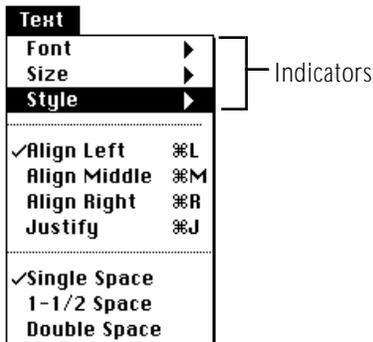
Style of entries

- Do not capitalize all entries. Capitalize only those entries that are capitalized in the text.
- If a term is in computer voice because it's a literal computer word (code, routine names, and so forth), it should be in computer voice in the index. If it's in computer voice to indicate what the user types, it should be in regular text font in the index.
- If a term is in italics in text because it's the name of a metasympol or the name of a disk, it should be in italics in the index. (Generally the name of a manual shouldn't be indexed, but if it is, it should be in italics.) If a term is in italics in text for emphasis or because it's a word used as a word, it should be in plain style in the index.

Format of entries

- Use two spaces between the entry and the first page number, no punctuation.
- Use an en dash for a range of pages; repeat the whole number for the second number in the range: for example, *102–104*. For double-numbered books, use the word *to* for page ranges: for example, *II-3 to II-7*.

■ **Figure 10**
Indicators in a hierarchical menu



indicator Refers to the triangular symbol, shown in Figure 10, that indicates an additional set of choices (usually a submenu) in a menu.

indicator light Not *LED*.

information Use instead of *data* in user manuals if it makes sense in the context.

Info window Not *Get Info window* or *Info box*.

infrared No hyphen.

in front Use if desired to explain the term *active* (*the active window is in front of other windows*); subsequently, use *active*. You can also use to describe palettes and other windows that "float" on top of active windows.

INIT In technical documentation, *INIT* may be used to refer to files that contain 'INIT' resources and thus start up when the user turns on the computer. Such files may be, but are not necessarily, of the 'INIT' file type. Compare **system extension**.

initialize Don't use when referring to tapes; use *format* for this purpose. When referring to disks, *initialize* and *format* mean the same thing.

ink jet printer No hyphen.

inline One word.

in order to Don't use unless absolutely necessary; use just *to*.

input (n., adj.) Don't use as a verb; use *enter* or *type*, depending on the context.

input/output (I/O) device Note capitalization and slash. Spell out on first occurrence.

insertion point Always preceded by an article.

The vertical blinking bar marks the insertion point.

See also **cursor**; **pointer**.

inside Not *inside of*.

install You install items *on* a disk, not *onto* the disk.

Installer Always capitalize, whether referring to a specific Installer program or to Installer programs in general.

insure, ensure Use *insure* to describe what an insurance company does. Use *ensure* to mean *make sure* or *guarantee*.

integrated circuit (IC) Spell out on first occurrence.

interapplication communication (IAC) (n.) Note lowercase. Spell out on first occurrence.

interapplication communications (adj.) Note lowercase.

interface card Refers to a type of peripheral card that implements an interface to other devices. Where appropriate, be specific: *parallel interface card*, *serial interface card*.

internal disk drive Use either *internal disk drive* or *built-in disk drive* to match the software.

international resources Lowercase. Refers to resources that are used specifically by the Macintosh script management system, including the International Utilities.

internet Lowercase. Short for *internetwork*; refers to any large network made up of a number of smaller networks. Compare **Internet**.

Internet Note initial cap. Refers to the worldwide network made up of interconnected networks that use the TCP/IP networking protocol. When used as a noun, always preceded by *the*. Don't use *Internet* and *World Wide Web* or *Web* interchangeably; the Web is just one part of the Internet. See also **internet**; **intranet**.

Internet address An Internet address can refer to a computer on the Internet, a file available over the Internet (for example, a Web page), or an account on a computer connected to the Internet (for example, an e-mail address). An Internet address includes a suffix indicating the domain to which the address belongs. Examples of domain suffixes include

.edu—educational organizations
.com—commercial organizations
.mil—military organizations
.org—nonprofit organizations
.uk—networks located in the United Kingdom

Some examples of Internet addresses are

- `delicious.apple.com`—Refers to the location “delicious” (sometimes a physical computer, but not always) in the subdomain “apple” in the “com” domain.

- `mac@delicious.apple.com`—The e-mail address of the user “mac” at the above location.
- `http://www.apple.com/index.html`—A uniform resource locator (URL) using the hypertext transfer protocol (HTTP) to locate the contents of the file “index.html” in the directory or location “www” in the subdomain “apple” in the “com” domain. (Other examples of transfer protocols are FTP, Telnet, and Gopher.)

Follow these guidelines when using Internet addresses:

- Use plain text for Internet addresses, unless indicating something that the user types.
- It’s OK to give Internet addresses in the middle of text, as long as the following guidelines are met:
 - Avoid breaking Internet addresses; set them on a separate line if necessary.
 - Avoid using punctuation immediately before or after an Internet address (so readers don’t confuse the punctuation with part of the address). Reword the sentence containing the address, or set the address on a separate line.
 - You may prefer to put addresses at the end of text or on separate lines whenever possible to avoid difficulty following these guidelines.
- When referring to a Web site or page, use a generic name rather than the specific title if possible, because Web page titles change frequently.
- If a user can figure out how to get to the specific information needed from the home page of a whole site, refer to that page rather than to a specific page, because organization of sites frequently changes.
- Use a slash at the end of a Web address unless the last component of the address is a specific file name:

`http://www.apple.com/`

`http://www.apple.com/news.html`

See also **address**; **e-mail address**; **URL**; **Web address**.

Internet service provider (ISP) Note capitalization. Spell out on first occurrence.

interprocess communication (IPC) (n.) Note lowercase.

interrupt Use as a verb when describing what happens at the hardware level when a running program is stopped. Hardware interrupts a running program; a user stops a running program. OK to use *interrupt* as a noun in technical manuals. Compare **abort**; **cancel**; **exit**; **halt**; **stop**.

intranet Don’t capitalize; refers to a private network, usually owned by a corporation or institution (*your company’s intranet*).

in-use light Note hyphenation. Use *Ready/In Use light* to describe the light on a LaserWriter printer.

inverse, displayed in If you include this term in a user manual, be sure to explain it on first occurrence. Use *light-on-dark* or *dark-on-light* to explain.

inverted Don't use when you mean *highlighted*.

invoke (a program) Don't use; use *load* or *run*, whichever is appropriate in the context.

I/O device Abbreviation for *input/output device*. Note capitalization and slash. Spell out on first occurrence.

IrDA Note capitalization. Short for *Infrared Data Association*, which created a standard for transmitting data.

IRTalk Note capitalization. A standard for transmitting data.

ISDN Abbreviation for *Integrated Services Digital Network*. Spell out on first occurrence.

ISP Abbreviation for *Internet service provider*; not *ISP provider*. Spell out on first occurrence.

italics Use italics, not boldface or underlining, for

- references to titles of disks and titles of manuals
- letters as letters, words as words, and phrases as phrases

the *i*, the *o*'s

the word *boot*

the phrase *Welcome to Macintosh*

But: Type Q, press *⌘-S*

- emphasis (but don't *overdo* it)
- metasympols in syntax examples

read (*[file,] var*)

In onscreen text, you can use quotation marks for references to titles of disks and manuals and for letters as letters, words as words, and phrases as phrases.

Use italics, not quotation marks, after *stands for*, *labeled*, *named*, *termed*, *the term*, and so on, unless the term is a new term to most readers—in which case, some book designs use boldface. If the term is an onscreen element, however, use plain text for elements whose names are caps/lowercase, plain text in quotation marks for elements whose names are initial cap only.

INIT stands for *initialize*.

A folder named New Folder appears.

Click the checkbox labeled "Keep lines together."

Use computer voice, not italics, for a letter, word, or phrase you want the user to type.

jack See connector.

jacket Use to refer to the permanent cover that encases a 5.25-inch floppy disk.

jargon Avoid jargon whenever possible. Define technical terminology on first occurrence.

justification Don't use to refer to the alignment of text to the right or left margin; use *alignment*. Text that is aligned on both the right and the left margins is *justified*. Compare **alignment**.

K In user documentation, use as the abbreviation for *kilobyte*. Spell out on first occurrence. In technical documentation, use *KB* for the abbreviation of *kilobyte*.

There is no space between the numeral and the abbreviation: 800K disk drive. Note that K is the only abbreviation of its type that is closed up with the numeral. For the abbreviation conventions for the other terms, see **GB; Gbit; KB; Kbit, Kbits; MB; Mbit, Mbits**.

In the noun form, the preposition *of* is necessary before the unit that the value quantifies: *800K of memory, 512K of RAM*.

K may also be used as an abbreviation for the number 1024. Never use *K* as an abbreviation for the number 1000.

KB In technical documentation, use as the abbreviation for *kilobyte*, including references to disk capacity: *800 KB disk*. The adjective form is not hyphenated. Spell out on first occurrence. In the noun form, the preposition *of* is necessary before the unit that the value quantifies: *512 KB of RAM*.

Kbit (sing. n., adj.), **Kbits** (pl. n.) Abbreviations for *kilobit* and *kilobits*. Spell out on first occurrence.

A space separates the numeral and the abbreviation: *256 Kbit device*. In the noun form, the preposition *of* is necessary before the unit that the value quantifies: *256 Kbits of memory*.

Kbps Abbreviation for *kilobits per second*. Spell out on first occurrence.

Kbyte Don't use. Use *K* in user documentation, *KB* in technical documentation.

key Use to describe something on the keyboard (*press the Option key*). You don't need to say *key on the keyboard*.

keyboard equivalent Not *Command-key equivalent* unless all the combinations referred to use the Command key. In user documentation, use *keyboard shortcut*.

keyboard icon Not *script symbol* or *script icon*. Refers to the small icon associated with each keyboard layout. These icons are used in the Keyboard menu and the Keyboard control panel in System 7.

Keyboard menu Not *Script menu*.

key-down (adj.) Note hyphenation.

keypad One word. Use *keypad* or *numeric keypad*, not *numeric keyboard*.

keypress One word.

keys Use caps/lowercase for names of modifier keys: Option key, Control key, Shift key. You *press* a key; you *type* a character, a word, or a phrase.

In general, don't use articles in references to keys.

Press Control.

But ease the user into this construction by using *the* and *key* the first time you mention a keystroke.

Press the Control key.

In combination keystrokes, use hyphens to signify that the first key or keys should be held down while the last key is pressed. (Don't use a hyphen if each key should be pressed and released separately.) Be sure to explain this convention on first use.

Control-Shift-N

Esc N

When one of the key names in a combination keystroke is two words or a hyphenated word, use en dashes where you would normally use hyphens.

Option–right bracket

Option–⌘–Up Arrow

⌘–Shift–double-click

In combination keystrokes, capitalize but do not italicize or use computer voice for letters used as key names.

⌘-C

⌘-X

When a punctuation key is used in a combination keystroke, use lowercase for the punctuation key name.

⌘-period

Option-Shift-hyphen

The key names *Escape* and *Forward Delete* may be abbreviated thus: *Esc* and *Fwd Del*. Spell them out at the first occurrence. Don't abbreviate any other key names.

keystroke One word.

key-up (adj.) Note hyphenation.

keyword Refers to a special word that identifies a particular type of statement or command, such as *IF* or *CATALOG*. Follow the capitalization style of the programming language involved.

k56flex Note spelling and capitalization. A type of modem technology.

kilobit See **Kbit, Kbits**.

kilobits per second Abbreviated *Kbps*. Spell out on first occurrence.

kilobyte See **K; KB**.

labeled, labeling Not *labelled, labelling*.

labels See **figure text**.

LAN Abbreviation for *local area network*. Spell out on first occurrence.

laptop Don't use to refer to Apple's portable computers; use *portable computer*.

laserdisc One word.

LaserWriter Use only as an adjective (not as a noun): *LaserWriter printer*.

Examples of model names:

LaserWriter 8500

Color LaserWriter 12/40 PS

launch Don't use when you mean *to open a program*. Use *open*.

leave You *leave, exit from, or quit* a program. You never *exit* a program. Compare **abort; cancel; halt; interrupt; stop**.

Left Arrow The key. When referring to more than one of the arrow keys, *arrow* is lowercase (as in *the arrow keys*).

left-hand Avoid except in reference to left-hand (verso) pages; use just *left* whenever possible.

leftmost No hyphen.

left side Not *left-hand side*.

less, fewer Use *less* for quantity or bulk; use *fewer* for countable items.

The fewer devices in your AppleTalk network system, the less cable you need.

less-than sign Note hyphenation. Not *less-than symbol*. You can also use *left angle bracket* if appropriate in the context.

let Avoid using *let* when you can restructure the sentence so that the reader is the subject.

Acceptable: The Sort command lets you sort items in your document.

Preferable: You use the Sort command to sort items in your document.

or

You sort items in your document with the Sort command.

letter-quality printer Note hyphenation.

letters as letters Italicize a letter when it is used as a letter. Use an apostrophe and an *s* to form the plural, but don't italicize the apostrophe or the *s*. (Exception to the rule that punctuation is in the same style as the word it follows.)

o's, p's, s's

In onscreen text, you can use quotation marks around letters as letters; avoid using the plural.

When discussing fonts and character formation, it may be misleading to use italics for letters as letters—when discussing a particular character in plain style, for example. In such cases, use quotation marks.

The letter “*â*” can be converted to “*a*”.

Don't italicize a letter when using it as the name of a key.

Press **⌘-Q**.

Use computer voice, not italics, for a letter you are instructing the user to type.

Type *z*.

level 2 cache Note lowercase. Can be abbreviated as *L2 cache* if necessary. Don't use *secondary cache* or *second-level cache*.

light-on-dark (adj.) Note hyphenation.

-like (suffix) Hyphenate any compound adjective ending in *-like* unless it is specifically given as one word in *American Heritage*. (Exception to *The Chicago Manual of Style*.)

Courier is a typewriter-like font family.

A scanner allows you to convert photographs to lifelike images on the screen.

limited warranty Note lowercase.

line Not necessarily the same as *statement*. One line may contain several statements, and one statement may extend over several lines.

line breaks Don't break a line between *Part*, *Chapter*, or *Appendix* and its number or letter; between *Figure* or *Table* and its number; between *slot*, *port*, or *drive* and its number; or between a product name and its number. Don't break a line within an e-mail address or URL.

line feed (n.), **line-feed** (adj.) Note hyphenation of adjective.

link (n.) In a hypertext document, such as a World Wide Web page, a link is a tag assigned to text or graphics. A user clicks the link to go to another page or perform an action. The term *hypertext link* is an acceptable synonym. Avoid using *follow a link*; say *click a link* instead.

Incorrect: Follow the link to the page of your choice.

Correct: Click a link on the home page to go to another page.

link (v.) OK to use when describing the act of creating a link in a Web page, but don't use to describe connecting to a Web page.

Incorrect: Click the map to link to other pages in the site.

Correct: When creating a Web page, be sure to link to other interesting Web pages.

linker Capitalize *linker* only when using the full name: *the MPW Linker*, but *the linker*.

lists For functional definitions of design elements, see the appropriate specifications for the designs used in your department. There are three types of lists: bulleted, multicolumn, and numbered; sublists may be nested within. Try to avoid nesting bulleted lists within bulleted lists, numbered lists within numbered lists; also avoid using combinations of numbered and bulleted lists that contain more than a few items. In such cases, the hierarchy can easily become confusing.

bulleted list

Use a bulleted list when you want to stress the parallelism of a number of options, elements, rules, or instructions that need not be presented or performed in a particular order.

Within a single list, make all bulleted items parallel.

Bulleted lists generally fall into one of the following three categories:

- **a regular sentence broken into a list** This type of list emphasizes the parts of a series. The syntax of the sentence is unbroken; there is no colon after the main clause, and each bulleted item is a sentence fragment with no closing punctuation.
- **a simple list** The main clause is an independent clause followed by a colon, and each bulleted item is a sentence fragment with no closing punctuation. See also **colons**.
- **a complex list** The main clause is followed by a colon, and each bulleted item is a complete sentence closed with a period.

If a list is preceded by a colon, the sentence before the colon must be a complete thought ("To set up your computer, follow these steps:" not "To set up your computer:"). *Exception:* In an onscreen document, where space is limited, the main clause does not have to be an independent clause.

Examples of bulleted lists follow:

a regular sentence broken into a list

The System Folder on the startup disk determines

- which fonts you have available
- which desk accessories are in the Apple menu
- which version of the Finder you're using

a simple list

MacAPPC routines are divided into four categories:

- conversation routines
- control operator routines
- node operator routines
- transaction program routines

a complex list

Follow these guidelines for password systems:

- Allow passwords to contain both alphabetic and numeric characters.
- Allow passwords to be as long as is practical.
- Never display the password on the screen in clear text, not even while the user is typing it.
- Provide a way for the user to verify the password when it is entered or changed.

multicolumn list

Use a multicolumn list when you want to present simple data in tabular form without all the formal parameters of a table. You may use column heads if you wish. A multicolumn list does not have spanners, row titles, or stubs, and it does not use horizontal rules, as the table does.

Multicolumn lists do not have numbers or titles. If you need to refer to them in text anywhere other than the paragraph preceding, you should probably use a standard table.

Don't use a multicolumn list for very complex sets of information or for very lengthy lists of data. The entire list should not exceed one page; for best results in page layout, it should probably be no more than half a page long.

Example of a multicolumn list

Here are some examples of file types:

'APPL'	Launchable application
'DRVR'	Driver
'PICT'	QuickDraw picture
'TEXT'	Stream of ASCII characters
'pref'	Preferences file
'scri'	System extension for script systems

numbered list

Use a numbered list when you want to stress the sequential nature of steps, rules, or instructions.

Each item in the list should be a complete sentence. Begin each item with a capital letter and end each item with closing punctuation.

Example of a numbered list

To erase a disk, follow these steps:

1. Insert the 800K disk you want to erase.
2. Choose Erase Disk from the Special menu.
3. In the next dialog box, type a name for the disk.
4. Choose a format (if a pop-up menu appears next to the word "Format").
5. Click Erase.

lithium ion A battery technology. No hyphen. Abbreviated *Li-ion*.

live link Don't use to refer to hypertext links in World Wide Web pages; use *hypertext link* or just *link*.

lo-bit Don't use; use *low-order bit* or *low bit* as a noun, *low-bit* as an adjective.

local area network (LAN) Three words; no hyphen. Spell out on first occurrence; thereafter, OK to use abbreviation.

localizable Don't use.

Correct: An application that follows the human interface guidelines should be easy to localize.

Incorrect: An application that follows the human interface guidelines should be easily localizable.

localize Takes preposition *for*, not *to*.

Correct: Whether you localize your application for the French language or for French Canada, it is essential that you test its interface with appropriate users.

Incorrect: Whether you localize your application to the French language or to French Canada, it is essential that you test its interface with appropriate users.

LocalTalk One word. Note capitalization. Refers to one type of cable system used to link computers and peripheral devices in an AppleTalk network. OK to use *LocalTalk network* or simply *LocalTalk* depending on the context. See also **AppleTalk; Ethernet; EtherTalk**.

LocalTalk cable Not *AppleTalk cable*. Note lowercase *c*.

LocalTalk cable extender Not *AppleTalk cable extender*. Note lowercase *c* and *e*.

LocalTalk connector box Not *AppleTalk connector*, *AppleTalk connector box*, or *LocalTalk connector*. Note lowercase *c* and *b*.

LocalTalk PC Card Not *AppleTalk PC Card*.

LocalTalk plug Don't use; use the appropriate connector name, such as *9-pin connector* or *8-pin minicircular connector*. See also **connector**.

LocalTalk port Don't use when you mean *printer port*.

lock Users *lock* documents or applications; they *write-protect* their disks. Disks are *copy-protected* by the manufacturer.

logical operators Don't use as verbs.

Correct: Using OR to combine *x* and *y* produces the result TRUE if either one is true or if both are true.

Incorrect: ORing *x* and *y* produces the result TRUE if either one is true or if both are true.

Correct: The directive uses the logical operator AND to compare the accumulator contents with the contents of memory specified by the operand.

Incorrect: The directive logically ANDs the accumulator contents with the contents of memory specified by the operand.

In addition, do not use the symbols of logical operators in place of words in sentences.

Correct: A task receiving a message it does not recognize must check whether using AND to compare mCode and 0x8000 returns a value of TRUE.

Incorrect: A task that receives a message that it does not recognize must check if mCode & 0x8000 returns a value of TRUE.

log in (v.), login (adj.) In the UNIX system, you *log in* (not *log into*) to identify yourself as a user (compare **log on**). Don't use *login* as a noun or a verb. When referring to the command, use lowercase computer voice.

Correct: You log in to the UNIX system using the `login` command.

Incorrect: You log into the UNIX system using the `login` command.

Correct: Use an administrative login operation for a specialized system task.

Incorrect: Use an administrative login for a specialized system task.

log off (v.), log-off (adj.) In AppleShare, you *log off* a file server. Don't use *logoff* or *logout* in discussing the AppleShare environment. Don't use *log-off* as a noun.

log on (v.), **log-on** (adj.) In AppleShare, you *log on* to (not *log onto*) a file server. Don't use *logon* or *login* in discussing the AppleShare environment. Don't use *log-on* as a noun.

log out (v.), **logout** (adj.) In the UNIX system, you *log out* to end your work session. Don't use *logout* as a noun or a verb. When referring to the command, use lowercase computer voice.

look up (v.), **lookup** (n., adj.) Spell the verb as two words; close up the noun or adjective.

lo-res Don't use; use *low resolution* (n.), *low-resolution* (adj.).

low bit (n.), **low-bit** (adj.) Note hyphenation of adjective. Not *lo bit* or *lo-bit*. *Low bit* is an acceptable short form of the noun *low-order bit*.

lowercase (n., adj.) One word, no hyphen. When used in conjunction with *uppercase* as a noun (or to modify a noun), use *uppercase* and *lowercase* (both words spelled out, in that order).

low-order bit (n.) Not *lo bit* or *lo-bit*. *Low bit* is an acceptable short form.

low resolution (n.), **low-resolution** (adj.) Not *lo-res*. The short form *low-res* (n., adj.) is OK when space constraints don't allow use of the full phrase (as in column heads in tables).

L2 cache See **level 2 cache**.

Mac, Mac PowerBook, Power Mac Don't use *Mac* as a noun or as shorthand for *Macintosh*; *your Macintosh*, not *your Mac*; *Macintosh-compatible*, not *Mac-compatible*. Don't use in model names; *Power Macintosh 8600*, not *Power Mac 8600*; *Macintosh PowerBook*, not *Mac PowerBook*. Use *Mac* only in the term *Mac OS* (referring to the Macintosh Operating System). Don't shorten *Mac OS* to *Mac*. See also **Mac OS**.

machine Don't use when you mean *computer*.

machine language (n.), **machine-language** (adj.) Note hyphenation of adjective.

Macintosh Use *Macintosh* to describe computers manufactured by Apple Computer, Inc. Use *Macintosh-compatible* to describe hardware or software that works with the Macintosh Operating System (Mac OS).

Macintosh is most correctly used as an adjective, as in *Macintosh computer*. When using *Macintosh* as a noun, place an article or a possessive before it to avoid anthropomorphizing (*the Macintosh*, *your Macintosh*).

Don't use the plural (*Macintoshes*) in describing any of the Macintosh-family computers. If you must describe any Macintosh computer in the plural, add the word *computers* (*Macintosh computers*). Rewrite to avoid possessive forms of any Macintosh product name.

Use the full Macintosh computer model name (including model number) on the manual cover and title page. Avoid using the full model name in text. For example, refer to *your computer* or *the Macintosh computer* instead of *the Power Macintosh 8600*.

When a trademarked product name includes the word *Macintosh*, the full name must be used (excluding model numbers): *Macintosh G3*. (An exception: After first mention of the Macintosh Classic, it's OK to use *Classic*.)

Do not use *128K*, *512K*, *512K enhanced*, *Plus*, *SE*, *II*, *LC*, *Centris*, or *Quadra* alone, except when it is necessary to list several models (example: "This software does not work on the Macintosh 128K, 512K, or 512K enhanced."). To avoid a string of product names in a sentence or passage, use *your Macintosh*, *the Macintosh*, or simply *your computer*.

The Macintosh 128K, Macintosh 512K, and Macintosh 512K enhanced are *original Macintosh computers*. The Macintosh Plus, Macintosh SE, Macintosh SE/30, and Macintosh Classic are *compact Macintosh computers*. Macintosh computers with a separate monitor are *modular*. There are two kinds of modular Macintosh computers: *desktop* and *tower* (or *minitower*). Current models with a built-in monitor have the name *all-in-one*, but don't use this name in documentation; instead, describe the relevant features.

When describing the startup icons, use "happy Macintosh" and "sad Macintosh" in quotation marks. Don't use *happy Mac* or *sad Mac*.

Here is a list of Macintosh model names; note capitalization.

Macintosh 128K
Macintosh 512K
Macintosh Classic II
Macintosh II
Macintosh IIfx
Macintosh LC
Macintosh LC 630 DOS Compatible
Macintosh Performa 630
Macintosh Performa 5300CD
Macintosh Quadra 840AV
Macintosh SE
Power Macintosh 5200/75 LC
Power Macintosh 5260
Macintosh G3
Macintosh Server G3
Macintosh PowerBook 2400
Macintosh PowerBook G3

Macintosh file sharing Note lowercase. Use when it's necessary to specify the platform; otherwise, it's preferable to use just *file sharing*.

Macintosh G3 computers Don't use *G3 Macintosh*, *G3 Power Macintosh*, or *G3 computer*.

Macintosh Operating System Note capitalization. *Mac OS* is preferred. See also **Mac OS**.

Macintosh PC Exchange OK to shorten the name to *PC Exchange*.

Macintosh PowerBook Use full name on first occurrence; thereafter, OK to shorten to *PowerBook*. See also **PowerBook**.

Macintosh Server G3 Note capitalization. Not *Macintosh G3 Server*.

Mac OS Two words. Short for *Macintosh Operating System*. Use with an article (*the Mac OS is...*), except when it includes a version number (*Mac OS 8.5*). Use *Macintosh-compatible* to refer to a computer that uses the Macintosh Operating System.

Use *Mac OS* to refer to any version of Macintosh system software later than 7.6. See also **system software**.

Mac OS Extended format Note capitalization. Mention on first occurrence that this is also called *HFS Plus*; thereafter, use *Mac OS Extended format*. See also **HFS Plus**.

Mac OS Standard format Note capitalization. Mention on first occurrence that this is also called *HFS*; thereafter, use *Mac OS Standard format*. See also **HFS**.

main logic board Not *motherboard* or *main circuit board*. You can also use *main board*.

main memory Not *central memory*.

main unit Refers to a Macintosh computer with nothing attached; don't use *central processing unit* or *CPU* for this purpose.

male connector Don't use; use *plug*. See also **connector**.

manual Use to refer to a printed book that comes with a computer or other product. Can also use *user's manual*. Don't use *user's guide*. You can also refer to online documentation such as a PDF file as an *electronic manual*. To refer to documentation that may be either printed or online, use *documentation (the documentation that came with your computer)*.

manual titles Use italics for full titles; in onscreen text, you can use quotation marks.

Use caps/lowercase as used in the title. The article *the* is not usually part of the manual title. Always give the title exactly as it appears on the manual cover (but eliminate any trademark symbols). Don't change an old title to comply with the current guidelines for naming manuals.

When referring to an edition number, use lowercase and spell out both the ordinal number and *edition*.

Technical Introduction to the Macintosh Family, second edition

Generic references to manuals are neither capitalized nor italicized.

See the user's manual that came with your printer.

In user documentation, printed books are usually called *manuals*. The word *guide* is usually reserved for onscreen help that uses Apple Guide technology. See also **Apple Guide; cross-references; parts; volume (book)**.

marginal gloss A marginal gloss is used to define a key term when it first appears in the text or to make a cross-reference to another section or chapter. If you prefer, you can incorporate some or all definitions and cross-references in running text rather than use marginal glosses.

Marginal glosses can be used only in books with wide left margins.

In general, use marginal glosses for definitions only when the information will provide supplemental help for some readers. If the material is indispensable to an understanding of the text or defines a term that nearly all readers are unlikely to know, it belongs in running text rather than in a marginal gloss.

Use marginal glosses consistently throughout a manual. For example, don't use them in one chapter to define terms that most readers will know and in another chapter to define only very specialized or technical terms.

Use marginal glosses sparingly; they lose their impact if they appear too often and sometimes even collide with one another or with marginal art if you try to fit several on a page.

When using marginal glosses for definitions, boldface the defined term both in the text and in the gloss. Any term that is defined in a marginal gloss must also be included in the glossary, but the converse is not true: Not every term in the glossary need appear in a marginal gloss at first use in text. For guidelines on treating terms that appear in the glossary, see **glossary**.

Avoid using computer voice in marginal glosses in user manuals. If you use fractions in marginal glosses, use unkered fractions (that is, with numerator and denominator on the line). See also **fractions**.

mass storage device No hyphen. OK in reference to a hard disk drive, a tape backup unit, or a CD-ROM drive but not in reference to a 3.5-inch disk drive.

may See **can, may**.

MB Abbreviation for *megabyte*. Spell out on first occurrence.

The adjective form is not hyphenated: *20 MB hard disk*.

In the noun form, a space separates the numeral and the abbreviation, and the preposition *of* is necessary before the unit that the value quantifies: *20 MB of memory*.

Mbit (sing. n., adj.), **Mbits** (pl. n.) Abbreviations for *megabit* and *megabits*. Spell out on first occurrence.

The adjective form is hyphenated: *10-Mbit memory*.

In the noun form, the preposition *of* is necessary before the unit that the value quantifies: *10 Mbits of memory*.

Mbps Abbreviation for *megabits per second*. Spell out on first occurrence.

measurement See Appendix B, "Units of Measure."

megabit See **Mbit**, **Mbits**.

megabits per second Abbreviated *Mbps*. Spell out on first occurrence.

megabyte See **MB**.

memory address, memory location OK to use just *address* or *location* for brevity. Don't use commas even in numbers of five digits or more.

memory expansion card Lowercase in generic references.

menu bar Two words.

menu command Use *command* or *menu command* in user manuals; don't use *menu option*. Use *menu item* to refer to items that aren't commands, such as items in the Apple menu and programs in the Application menu. A menu command is *in* a menu, not *on* or *under* a menu; a menu *contains* commands. See also **Application menu; command names; submenu**.

menu titles Note capitalization: *Edit menu*, *File menu*, and so on.

menu types Note hyphenation: *pop-up menu*, *pull-down menu*, *tear-off menu*. (Refer to the *Macintosh Human Interface Guidelines* for a description of each menu type.) The names of menu types used in the Windows interface, such as *drop-down menus*, are also hyphenated.

metasymbols Refers to artificial terms that have meaning only in your manual and are to be replaced by a value or symbol. In running text, use italic regular text font when referring to a metasymbol, and spell out the metasymbol just as it would appear in a syntax description. Use plain style when using the name of a metasymbol in ordinary prose.

Correct: Replace *volume-name* with a name of up to 12 characters.

Correct: The volume name may have up to 12 characters.

Incorrect: The *volume-name* may have up to 12 characters.

See also **syntax descriptions** and Appendix A, "Technical Notation."

mice Don't use; use *mouse devices*.

micro disk, micro diskette, microfloppydiskette Don't use; use *disk*.

MIDI Acronym for *Musical Instrument Digital Interface*. Spell out on first occurrence.

MIME Abbreviation for *Multipurpose Internet Mail Extension*. Use as an adjective (*a MIME file*).

mini (prefix) Hyphenate before a word beginning with a vowel; close up before a word beginning with a consonant.

mini-assembler, minindow, minicircular connector

minicircular connector Use *8-pin minicircular connector* on first occurrence (except in user manuals); thereafter, *minicircular connector* is fine. Don't use *minicircular-8 connector*. See also **connector**.

minitower One word; no hyphen.

minindow Refers to a box appearing in some applications that has some but not all features of a regular window (see Figure 11). Don't use *windoid*.

minus sign Not *minus symbol*. Use an en dash (generated by pressing Option-hyphen) for a minus sign (except in computer voice, where a hyphen is used).

MIPS Acronym for *million instructions per second*. Spell out on first occurrence. Don't drop the *s* when you are referring to a single unit: *one MIPS*, not *one MIP*.

mixed-directional (adj.) Note hyphenation. Use to refer to a combination of left-to-right and right-to-left text within a single line (French and Arabic on one line, for example). Compare **bidirectional**.

mode Avoid in user manuals when referring to software (for example, when describing a paint program, say, "When you are using the paintbrush," not "When you are in paintbrush mode"). In technical documentation, when referring to software, you *enter* or *leave* a mode; you don't *turn on* or *turn off* a mode.

model Don't use when you can use *computer*.

Correct: How you use this feature depends on which model of Macintosh computer you have.

Correct: The setup guide that came with your computer provides instructions.

Incorrect: The setup guide that came with your model provides instructions.

modem port Note lowercase. Not *phone port*.

modifier key Use instead of *control key* in the generic sense for a key that affects the action of other keys, such as the Option, Control, Esc, and Shift keys.

■ **Figure 11**
MinINDOWs



modular Macintosh computer Macintosh computers that have separate monitors, such as the Power Macintosh 9600. There are two types of modular Macintosh computer: desktop computers, which are wider than they are tall; and towers and minitowers, which are taller than they are wide.

module Don't use when discussing the Control Strip; use *portion (the Battery Level portion of the Control Strip)*.

monitor Preferred to *display*, but *display* is an acceptable synonym for *monitor* when referring to a product whose name includes *Display*.

monitor cable Not *video cable*. Use to refer to the cable between the monitor and the computer. (Use *monitor power cord* for the cord that goes from the monitor to the power source.)

monitor cord Don't use; use *monitor power cord* or *monitor cable*, whichever is appropriate.

monitor depth Avoid; use *color depth*.

monitor port Not *video port*. Use to refer to the port to which the monitor is connected.

monospaced (adj.) Not *monospace*. See also **fixed-width**.

motherboard Don't use; use *main logic board* or *main board*.

mount Avoid in user documentation. Use *connect to*. OK to use *mount* in technical documentation and when discussing certain environments.

User documentation: You can connect to a shared disk by opening an alias for that disk.

Technical documentation: To use a VAXshare file server, you log on to the file server and then mount the volumes to which you want access.

mounted disk Avoid in user documentation. Use *available disk*.

Click the Desktop button to see a list of all available disks.

mouse-ahead (n., adj.), **mouse ahead** (v.) No hyphen in verb. Refers to the queuing of the user's mouse actions until an application is ready to process them. Compare **type-ahead**, **type ahead**.

mouse and mouse terms Drop references to the mouse as quickly as possible. Switch emphasis to the actions on the screen, such as *clicking*, *dragging*, *selecting*, or *choosing*. See also **choose**; **click**; **drag**; **press**; **select**.

mouse devices Not *mice*.

mouse-down event Note hyphenation.

mouse scaling (n.), **mouse-scaling** (adj.) Note hyphenation of adjective.

mouse-up event Note hyphenation.

MS-DOS Note hyphenation and capitalization.

multi (prefix) Hyphenate before a word beginning with a vowel; close up before a word beginning with a consonant.

multicharacter, multicolumn, multi-user

multiple scan (adj.) No hyphen.

multiplication sign Not *multiplication symbol*.

Musical Instrument Digital Interface (MIDI) Note capitalization. Spell out on first occurrence.

native applications No quotation marks.

Incorrect: "Native" applications are designed to take advantage of your computer's microprocessor.

Correct: For best performance, use a native application.

Net In user documentation, don't use as a short form of *Internet*.

NetBIOS Note capitalization.

network Computers are *on*, not *in*, a network.

network computer (NC) Lowercase when used generically.

network extension Use to refer to a file of type `adev`.

newline (n., adj.) The character. One word.

newsgroup One word.

nickel-metal-hydride Note hyphens. Abbreviated *NiMH*.

9-pin connector Use a numeral (don't spell out *nine*). Note hyphenation. Avoid in user manuals—describe the connector by its size and shape, icon, or in another way appropriate to the context, because it may have fewer than nine actual pins. See also **connector**.

non (prefix) Close up except before a proper noun, a proper adjective, an abbreviation, or an acronym, or when the resulting word would be difficult to read; for example, *non-ADB*, *non-keyboard device*, *non-Macintosh*, *non-mouse device*, *non-operational state*.

nonsexist language See **fair language**.

nonstartup disk Avoid when possible. Instead, use *a disk that does not contain system software* or another appropriate phrase.

normal installation Not *normal install*. Note lowercase. You *perform a normal installation*; you don't *do a normal install*.

Note Use the *Note* tag when alerting the reader to information that is relevant to the procedure under discussion but that may not apply to all readers.

Use notes and other notices sparingly; they lose effectiveness if they appear too often. Don't use a *Note* tag immediately before or after a *Warning* or *Important* notice, or immediately after a text head. See also **Important; Warning**.

Note Pad, Notepad The first refers to a small word-processing program in the Apple menu. The second refers to the word-processing area in the Newton operating system. See also Appendix D.

NuBus Refers to the expansion bus in some Macintosh computers. *NuBus* is a trademark of Texas Instruments, Inc. Don't refer to *Apple NuBus* or *Macintosh NuBus*. Refer instead to *the Apple implementation of the NuBus protocol*.

null character Use for ASCII character \$00. Don't confuse with *zero character* (ASCII \$30).

numbers In general, spell out cardinal numbers from zero through ten unless you are expressing numbers as numbers. (Use a numeral, no matter how small, if you're expressing numbers as numbers.)

You can attach as many as seven SCSI devices.

You can have as many as 31 characters in a filename.

The numeral 8 occurs eight times.

Spell out ordinal numbers from zero through ten. Form ordinal numbers larger than ten by adding *st*, *nd*, *rd*, or *th* as appropriate. (Exception to *The Chicago Manual of Style*.) Where two numbers appear together, consider spelling one of them out.

There are sixteen 32-bit registers.

Use an en dash between numbers that represent the endpoints of a continuous range: *bits 3–17*. Use full span for continuing numbers: *1998–1999*, not *1998–99*. Some programming languages, such as Pascal, use two unspaced periods to represent a range of numbers: *0 . . 15*. Use this form for number ranges *in code only*. Use the en dash elsewhere.

Use numerals for units of measure (inches, feet, seconds), no matter how small the number is. For a list of units of measure, see Appendix B, "Units of Measure."

Numbers of *the same category* within a paragraph should all be numerals if any of the numbers is over 10.

We have 25 Macintosh computers and 4 LaserWriter printers on the network. (*Computers* and *printers* are the same category.)

There are two kinds of 32-bit registers, only one of which needs to be saved. (*Kinds of registers* and *bits* are different categories.)

Don't spell out the 8 in *8-pin minicircular connector* or the 9 in *9-pin connector*.

Use numerals when referring to a specific address, bit, byte, chapter, disk drive, field, key, pin, sector, slot, or track, or when expressing amounts of memory.

Rephrase to avoid starting a sentence with a number. If you must start a sentence with a number, spell out the number. Always spell out numbers when expressing an approximation.

In referring to numbers, use *larger* and *smaller*, not *higher* and *lower*.

In referring to software version numbers, use *later* and *earlier*. For example, refer to *system software version 7.1 or later*.

Use a comma to point off numbers of five digits or more.

1024

65,536

But don't use a comma in memory addresses or numbers representing microprocessors.

\$FFFF FFFF

68020 microprocessor

Form the plural of a number by adding an apostrophe and an *s*.

1's, 5's

Use numerals for numeric values in text except for *zero* in the same sentence as *nonzero*.

`ord(blue)` returns 0.

Function `fseek` returns nonzero for improper seeks; otherwise, it returns zero.

For very large numbers that are a power of 2, you can use the exponential form to avoid a long string of digits—for example, 2^{32} . Numbers larger than 65,536 (2^{16}) are good candidates for showing in exponential form. If there are numbers larger and smaller than 65,536 in the same discussion, show the smaller numbers both ways—for example, "x must be between 1024 (2^{10}) and 2^{32} ."

See also **fractions**.

number sign Not *pound sign* or *number symbol* to describe this character: #.

numeric (adj.) Not *numerical*, except when referring specifically to numerical order. (Exception to *American Heritage*.) See also **numerics**.

numeric keypad Can be shortened to *keypad*. Don't use *numerical keypad* or *numeric keyboard*.

numerics (n., adj.) As a noun, *numerics* takes a singular verb. Use *numerics* (not *numeric*) as an adjective in relation to the science of numerics.

numerics capabilities

numerics environment

nutdriver One word.

offline (adj., pred. adj., adv.) One word.

OK Not *okay*.

on, onto In general, the preposition *on* is used with verbs that indicate place or position. *Onto* is used with verbs that express motion. (An exception to this rule is *install*. See **install**.)

The Apple Extras folder is on your hard disk.

Copy the file onto your hard disk.

Exception: First, install the software on your hard disk.

on-board video card OK in technical manuals, but don't use in user manuals; use *built-in video card* for video cards that are installed at the factory.

100Base-T Preferred in user documentation, although *100BASE-T* is also correct. See also **10Base-T**.

1.4 MB disk An Apple high-density disk, used in the Apple SuperDrive. Call these disks *high-density disks*, after you explain that their capacity is 1.4 MB.

1.44 MB disk MS-DOS high-density disk that can be read by the Apple SuperDrive. Note that the capacity of Apple high-density disks is 1.4 MB.

on-hook, off-hook (n., adj.) Note hyphen.

online (adj., pred. adj., adv.) One word. Use to describe items to which the user gains access over a network (*you can also search an online database*). Avoid when referring to the state of being connected to a network (*if you're online*); use another appropriate term, such as *connected to the network* or *logged in*.

It's OK to use *online* to describe items (such as tutorials or help files) on a local disk (*online help system*); when possible, however, substitute a more specific word, such as *electronic* or *onscreen*.

Acceptable: To learn more about the program, take the online tutorial.

Preferable: To learn more about the program, take the onscreen tutorial.

on/off switch Not *on/off button*. Note lowercase.

onscreen (adj., adv.) Note that the adjective is closed up.

onscreen text You can use quotation marks, not italics, for words as words, letters as letters, and phrases as phrases, and for manual and disk titles.

onto See **on, onto**.

open You *open* icons, folders, documents, and applications. In user documentation, avoid "open a window" and "open window."

opening display Not *splash screen*; *opening display*, *startup display*, and *startup screen* are all OK.

operating system (n.), **operating-system** (adj.) Lowercase when used generically. Capitalized in the phrase *Macintosh Operating System*.

Option-click Avoid in user documentation.

Option key Note capitalization.

option names For options and other onscreen elements of two or more words whose names are initial cap only, use quotation marks in text to avoid misreading.

Click the box labeled “Keep lines together.”

original Macintosh character set Note lowercase. Not *traditional character set* or *Apple character set*. Current Macintosh models use the Standard Roman character set.

outline font Don't use *outlined font*.

output (n., adj.) Avoid as a verb; use *write to*, *display on*, *print on*, or *print to*.

outside Not *outside of*.

page See **Web page**.

PAL Acronym for *Phased Alternate Lines* (a European color standard) or for *Programmed Array Logic* (a type of integrated circuit). Spell out on first occurrence.

palette Note spelling.

parenthesis (sing.), **parentheses** (pl.) Note different spelling of singular and plural. See also **punctuation**.

parts Most manuals don't need to be divided into parts; division into chapters is usually sufficient. Good candidates for division into parts are manuals that describe two or more separate products or two or more mutually exclusive programs on the same disk, or manuals so long that division into parts is necessary to make the organization clearer to the reader.

Since books are divided into parts when each part deals with a distinct topic, part titles indicate that difference in subject matter. Roman numerals are usually used for part numbers, but an individual publication group's design style may specify Arabic numerals.

In a manual with parts, chapter numbering continues uninterrupted from part to part.

In references to specific parts of a manual, italicize the part title along with the manual title. Use a colon to separate the title from the part title when you refer to both. Use an em dash to separate the part number from the part title.

For more information, see the *Apple LaserWriter 16/600 PS User's Manual: Part III—Troubleshooting*.

See also **volume (book)**.

Pascal Note capitalization.

passive voice Whenever possible, don't use; use active voice. Passive voice is sometimes appropriate and necessary—when using the active voice would require highly convoluted sentence structure or excessive anthropomorphism, for example—but rewrite to avoid passive voice if you can.

In tutorials, a passive construction may be appropriate to avoid misguiding the reader—that is, when describing an action that the user is not supposed to try yet.

Explanation screen: An icon is selected by clicking it.

User-try screen: You try it. Click the icon.

paste Don't capitalize unless you are referring to the Paste command by name. You *paste* something using the Paste command; you don't *Paste* it.

pathname One word. Note the treatment of these similar terms: *device name*, *filename*, *user name*, *volume name*.

PC Avoid when referring to a personal computer. Use *personal computer* for generic references and *IBM PC* to refer to the IBM personal computer. However, in certain documents—such as networking documents—where frequent references must be made to non-Apple systems, *PC* may be used to refer to IBM systems and MS-DOS systems. Don't use *PC* as a generic name for IBM PCs and MS-DOS compatibles without first specifying in the document the use of *PC*.

PC Card Note capitalization. A card that conforms to the standard set by the Personal Computer Memory Card International Association (PCMCIA). On first occurrence, include parenthetical reference to PCMCIA cards: *You use PC Cards (PCMCIA cards) to . . .* and so on. *Type I*, *Type II*, and *Type III* (note spelling and capitalization) refer to the thickness of the card.

PCI Abbreviation for *Peripheral Component Interconnect*, a type of card or slot. Spell out on first occurrence, but never thereafter.

P-code Stands for *pseudocode*. Note capitalization and hyphenation.

PDF Stands for *Portable Document Format*. Spell out on first occurrence. Capitalize when referring to the file format; lowercase when referring to the filename extension (*Installation Manual.pdf*). Don't use *a file in PDF format*; use *a PDF file*.

PDS Abbreviation for *processor-direct slot*. Spell out on first occurrence. Don't use *PDS slot*.

percent One word. Always preceded by a numeral, no matter how small the value.

1 percent

It's OK to use the percent symbol (%) instead of the word *percent* in technical appendixes, specification lists, and tables, or when the word must appear so many times in a text passage that its use becomes cumbersome.

When describing a nonspecific quantity, use *percentage*, as in *a small percentage of the population*.

Performa Use *Macintosh Performa* on first occurrence. A Macintosh Performa that contains a PowerPC microprocessor is *not* called a *Power Macintosh*, but you can refer to it as a *PowerPC-based computer*.

periods *See ellipsis points.*

peripheral Avoid as a noun, especially in user manuals. Use *peripheral card* or *peripheral device*.

peripheral card Not *accessory card*. When appropriate, be specific: *interface card*. Avoid *peripheral* as a noun, especially in user manuals.

Peripheral Component Interconnect (PCI) Note capitalization. Spell out on first occurrence, but never thereafter.

peripheral slot Don't use; use *expansion slot*.

Phased Alternate Lines (PAL) Refers to a European standard for displaying color video. Spell out on first occurrence.

Phillips screw, Phillips screwdriver Note capitalization and spelling. Not *Phillips-head screw* or *Phillips-head screwdriver*.

phone numbers When giving phone numbers, don't put the area code in parentheses or include a leading 1; for example: 800-282-2732. The corporate phone number for Apple Computer, Inc. is 408-996-1010.

phone port Don't use; use *modem port*.

piggyback board Don't use; use *expansion board*.

pin In user manuals, avoid referring to connectors by the number of pins because the actual number of pins may not match the designation. Describe the connector by its size and shape, icon, or in another way appropriate to the context.

When referring to connectors in technical manuals, use a numeral and a hyphen before *pin*: *9-pin*, *11-pin*, *25-pin*, *50-pin*. (Exception to the rule that numbers ten and smaller are spelled out except when used as numerals per se.)

pinout (n.) One word.

pixel Short for *picture element*. Not synonymous with *bit*.

play back (v.), **playback** (n., adj.) Note that the verb is two words.

plug Not *male connector*. See also **connector**.

plurals

■ acronyms and abbreviations

To form the plural of an acronym or an abbreviation, add an *s* but no apostrophe.

ICs, RAMs, ROMs

■ adjectives

Don't add *s* to an adjective unless necessary. For example, it's *electronic circuit* but *electronics engineer*. Other words that fall into this class of adjectives are *graphic* and *graphics*, *communication* and *communications*, *numeric* and *numerics*.

■ letters, characters, symbols

To form the plural of a letter, character, or symbol, add an apostrophe and an *s*.

p's, *6's*, *+ 's*

■ nouns

Don't use (*s*) to indicate that a noun can be either singular or plural. Spell out the singular and plural forms if necessary; if possible, rewrite to avoid either construction.

Incorrect: Initializing your hard disk(s)

Correct: Initializing your hard disk or disks

Preferable: Initializing hard disks

■ product names

Form the plural of trademarked product names by adding the plural generic noun to the singular product name used as an adjective.

Incorrect: Macintoshes, Quadras, LaserWriters

Correct: Macintosh computers, Macintosh Quadra computers, LaserWriter printers

If a product name includes a generic noun as well as a trademarked adjective, form the plural as you would with any noun.

Apple 3.5 Drives, LocalTalk Custom Wiring Kits

■ words as words

Form the plural of a word italicized to show that it is used as a word by adding an apostrophe and an *s*. Do not italicize the apostrophe or the *s*.

He had too many *and's* in the sentence.

plus sign Not *plus symbol*.

P.M. Note small caps and periods. (Exception to the rule that abbreviations do not include periods.)

point (n.) Use only when writing about font sizes. Don't use as a synonym for *dot* or to describe a place or spot on the screen.

point (v.) When describing the desktop interface, don't use *point* as a verb without first defining it for the reader.

First occurrence: Move the mouse to position the pointer on the Trash icon. (This action is called *pointing*.) Then press the mouse button to select the icon. (This action is called *clicking* the icon.)

Thereafter: Point to the Trash icon and click to select it.

Once the reader is familiar with basic mouse techniques, it's often not necessary to mention pointing at all.

Click the Trash icon *or* Select the Trash icon.

pointer OK in general references, but be specific whenever appropriate: *arrow*, *crossbar*, *crosshair*, *I-beam*, *wristwatch*. (Figure 12 gives an example of each of these pointers.) *Cursor* may be appropriate in describing other interfaces and in technical manuals.

■ **Figure 12** Pointers



Arrow



Crossbar



Crosshair



I-Beam



Wristwatch

POP Acronym for *Point-of-Presence* or *Post Office Protocol*. Spell out on first occurrence. When used as an abbreviation for *Post Office Protocol*, *POP* must modify a noun (such as *server* or *ID*).

pop up (v.), **pop-up** (adj.) Note hyphenation of adjective.

pop-up menu Refer to pop-up menus by name if possible (*the "Connect using" pop-up menu*).

port A location for passing data in and out of a computer. Don't capitalize the names of ports (*modem port*, *printer port*). See also **connector**.

possessives Form the possessive of a singular noun, including one that ends in *s*, by adding an apostrophe and an *s*.

the computer's power cord

the boss's husband

Form the possessive of a plural noun that ends in *s* by adding an apostrophe.
Form the possessive of a plural noun that does not end in *s* by adding an apostrophe and an *s*.

the students' curriculum

children's requirements

Form the possessive of a proper noun or a proper name, including one that ends in *s*, by adding an apostrophe and an *s*. Form the possessive of a plural proper noun or proper name by adding an apostrophe.

Howard Hughes's official biography

the Joneses' computer

Rewrite to avoid forming a possessive of any product name, especially a product name such as *Power Macintosh 5500* or *Color LaserWriter 12/660 PS*.

PostScript Note capitalization. Don't use small caps.

pound sign Don't use; use *number sign* for this character: #.

PowerBook Note capitalization. Use *Macintosh PowerBook* and the full model name on first occurrence; thereafter, it's OK to use just *PowerBook*. When referring to the PowerBook Duo, don't shorten to *Duo*.

Don't use *laptop*, *notebook*, or *notebook computer* to describe a PowerBook.

These are the names associated with the PowerBook Duo. Note capitalization:

PowerBook Duo—refers to the computer itself

PowerBook Duo System—refers to a PowerBook Duo connected to other equipment

PowerBook Duo Dock—*dock* for short

PowerBook Duo Minidock—*minidock* for short

Here is a list of PowerBook model names; note capitalization.

Macintosh PowerBook 165c

Macintosh PowerBook 180

Macintosh PowerBook 190/66

Macintosh PowerBook Duo Dock

Macintosh PowerBook Duo 270c

Macintosh PowerBook Duo 2300c/100

Macintosh PowerBook 5300/100

Macintosh PowerBook 5300ce/117

Macintosh PowerBook G3

PowerBook computers that contain PowerPC microprocessors are not called *Power Macintosh computers*. You can refer to them as *PowerPC-based computers*.

Power button, power button Use *Power button* (uppercase) to refer to the button on the keyboard marked with the  icon. Use *power button* (lowercase) to refer to the same button on the computer, monitor, or other product. See also **Power key; power switch**.

power cord Not *power cable*.

power-down (n., adj.), **power down** (v.) OK in technical manuals. Don't use in user manuals; use *switch off* or *turn off*.

Power key Note capitalization. Use to refer to the key on the keyboard marked with the  icon. See also **Power button, power button; power switch**.

Power Mac Don't use; use *Power Macintosh*. See also **Power Macintosh**.

Power Macintosh Use only to refer to computers in the Power Macintosh series. Other computers that contain PowerPC microprocessors (such as some Macintosh Performa or Macintosh PowerBook computers) are not Power Macintosh computers. (It's OK to refer to these computers as *PowerPC-based computers*.)

power off (v.) Don't use, especially in user manuals; use *switch off* or *turn off*.

power on (v.) Don't use, especially in user manuals; use *switch on* or *turn on*.

power-on light Note hyphenation and lowercase.

PowerPC One word. Use *PowerPC-based computer* to refer generically to computers with a PowerPC microprocessor. See also **Power Macintosh**.

power switch OK to use when you're not sure what kind of power control a device has. Otherwise, use *Power button* or *Power key*. See also **Power button, power button; Power key**.

power-up (n., adj.), **power up** (v.) OK in technical manuals. Don't use in user manuals; use *switch on* or *turn on*.

PRAM Stands for *parameter random-access memory*. Can also use *parameter RAM*. Spell out on first occurrence. Pronounced "PEA-ram."

pre (prefix) Close up even when it forms a double vowel, as in *preexisting*.

preface Not all manuals need a preface, but it's often a good idea to include one, especially in longer manuals.

The preface can be used to tell the reader about the manual, to describe conventions such as special notation (for example, computer voice), and emphasis for defined terms, and to outline what the reader will find where. As a rule, discussion of the product belongs in the text, not in the preface, although it is sometimes appropriate to include introductory information about the product in the preface.

The preface should have a title. "About This Manual" is often appropriate.

When referring to the preface of a manual (but not when referring to prefaces in general), capitalize the word *preface*.

See the Preface for more information.

preset May be used to describe a default setting.

MacWrite provides you with a ruler that has preset margins.

press Use for keys on the keyboard and mechanical buttons and switches to mean pressing down and releasing. Don't use *click*, *hit*, *tap*, or *type*.

Press the Return key.

Press ⌘-Q to quit HyperCard.

Use for buttons on the screen or the mouse button to mean only pressing down, without releasing.

To click, press and release the mouse button.

Press the New button to see a list of memo forms, then drag to the form you want.

See also **click**; **enter**; **type**.

print (v.) Not *print out*.

printed-circuit board Note hyphenation.

printer port Note lowercase.

print head Two words.

printout (n.) One word.

print out (v.) Don't use; use *print*.

print server Two words.

print wheel Two words.

processor-direct slot Use *processor-direct slot* as the general term for an expansion slot that allows an expansion card to be connected directly to the central processing unit of the computer (rather than through a bus). Can be abbreviated *PDS*. Not *PDS slot*.

product names Follow the capitalization style on the product's packaging. Don't capitalize words like *card* and *driver* unless they are part of the product name. Don't use quotation marks around product names.

When you use a ™ or an ® symbol, the product name must be an adjective.

QuickTime® software

Macintosh® computer

Use the company name (Apple) with the product at its first use in both the preface and main text to establish ownership of the product. Thereafter, it's OK to drop the name of the company.

See also **trademarks**.

program In user manuals, when referring to a single application program, use *application program* on first mention; thereafter, it's OK to use either *application* or *program*. Use *application software* or *software* to refer to application software in general.

program listings Use computer voice.

Programmed Array Logic (PAL) Spell out on first occurrence.

program names Don't use computer voice. Capitalization should agree with the directory or catalog listing. Don't confuse a program name with a product name.

One of the program files used for Windows NT version 3.5 is named PSCRIPT.HLP.

To open Project Builder, find ProjectBuilder.app in the list of files and double-click it.

See also **product names**.

prompt (n., v., adj.) Avoid as a verb except in reference to what the system does when it displays an actual prompt character on the screen.

The prompt reminds you to do something.

The system then prompts you for information [with a prompt character].

The prompt character is sometimes a bracket.

pronunciation Whenever the pronunciation of an acronym is not self-evident, it's a good idea to give a pronunciation key. Use all caps for the stressed syllable; use a hyphen between syllables. Enclose the phonetic spelling in quotation marks.

SCSI (pronounced "SKUH-zee")

This style guide provides pronunciation keys for many acronyms; don't invent your own pronunciation key unless the pronunciation isn't given in this document.

propeller Not *propellor*.

protocol When referring to specific AppleTalk protocol names, capitalize *protocol*; for example, the *Name Binding Protocol (NBP)*. When referring to protocol names in third-party products, capitalize according to the third-party company's style. When using *protocol* as a generic term, use lowercase.

The AppleTalk protocols can be placed in the framework of the ISO-OSI model.

Use an article before the spelled-out name of the protocol; do not use an article before the abbreviation when it stands alone.

The Name Binding Protocol resides at the transport layer of the reference model.

A protocol like NBP resides at the transport layer of the reference model.

pseudo (prefix) Close up except before *a*, a proper noun, or a proper adjective. (Hyphenate in those cases.)

pull down (v.), **pull-down** (adj.) Note hyphenation of adjective. The verb *open* is preferred to *pull down* (*open the File menu*, not *pull down the File menu*).

punctuation In general, a punctuation mark should be in the same type style and font as the preceding word.

This address, called a *vector*, directs program control to a specified destination. [The second comma is italicized.]

See the glossary for the definition of **word wrap**. [The period is boldfaced.]

Note the following exceptions to this rule:

- Punctuation following computer voice in running text should be in the font of the overall sentence, not in computer voice, unless the punctuation mark is part of what actually appears on the screen or in the program listing. Avoid punctuation after something the user should type. (The user may type the punctuation.)
- A closing parenthesis, bracket, or quotation mark should be in the same style as the opening mark. (For example, a closing parenthesis following an italicized word should be in plain style, not italic, *unless all text between the parentheses is italicized*.)
- When forming the plural of an italicized letter used as a letter, a number used as a number, or a word used as a word, neither the apostrophe nor the *s* is italicized.

For punctuation of lists, see **lists**.

See also **apostrophes; commas; dashes; ellipsis points; hyphenation; quotation marks**.

put Don't use when you mean *drag*.

Incorrect: Put the file in the System Folder.

Correct: Drag the file to the System Folder.

question-mark menu, question-mark icon Don't use; use *Guide menu*.

QuickDraw The correct version names are *original QuickDraw* (not *classic QuickDraw*), *original Color QuickDraw*, *32-Bit QuickDraw* (a system extension used with System 6), and in System 7, *Color QuickDraw*. Note capitalization. QuickDraw GX is not a version of QuickDraw; it's a separate graphics programming environment.

QuickDraw GX Note capitalization. Do not use *GX* by itself or in any names other than *QuickDraw GX* and *TrueType GX*; for example, don't use *Printing Manager GX*.

quick reference card No hyphen. A copyright notice should appear on all quick reference cards:

Copyright © <year> Apple Computer, Inc. All rights reserved.

QuickTime VR *VR* stands for *virtual reality*. Don't use *QTVR*.

quit You *quit*, *exit from*, or *leave* a program. You never *exit* a program. Compare **abort; cancel; exit; halt; interrupt; stop**.

quotation marks Use curly opening and closing quotation marks except in computer voice and for Macintosh resource types in any font.

Put periods and commas within quotation marks. If necessary for clarity, periods and commas can go outside, as in *AN\$ = "1"*. Semicolons, colons, question marks, and exclamation points go outside quotation marks unless they are part of an actual quotation.

When giving the name of a resource type, use *straight* single quotation marks in computer voice and place any punctuation outside the quotation marks.

Examples of resource types are 'FONT', 'NFNT', and 'cdev'.

Use *quotation marks*, not *quote marks* or *quotes*. (*Quote* is a verb; *quotation* is a noun or an adjective.)

Use quotation marks for

- cross-references to other sections of the manual
See "Maintenance" at the end of this chapter.
- cross-references to chapter titles
See Chapter 2, "Using MacProject."
- direct quotations

You can also use quotation marks in text that is read only on the screen for letters as letters, words as words, and manual and disk titles.

In manuals, use italics, not quotation marks, for terms after *called*, *known as*, *labeled*, *stands for*, *termed*, and so on. If a term is an element read only on the screen, you can use plain style for elements whose names are caps/lowercase, quotation marks for elements whose names are initial cap only.

INIT stands for *initialize*.

A folder named New Folder appears.

Click the checkbox labeled "Keep lines together."

Enclose quotations from the screen, such as error messages or system messages, in quotation marks.

Most applications have an option called "smart" quotation marks, which automatically generates curly quotation marks when you press the ' or " key.

■ **Figure 13**
Radio buttons

- Radio Button 1**
- Radio Button 2**
- Radio Button 3**

racism, racist language *See fair language.*

radio button Refers to an onscreen button like the ones shown in Figure 13. Use only in technical documentation; use *button* in user manuals. No quotation marks around *radio*; no hyphen. See also **button**.

radio-frequency interference (RFI) Note hyphenation. Spell out on first occurrence.

radio-frequency (RF) modulator Note hyphenation. Use *RF modulator* only after spelling out on first occurrence. Don't abbreviate as *RFM*.

RAM Acronym for *random-access memory*. Spell out on first occurrence.

RAM cache (n.) Lowercase *c* except when referring specifically to the RAM Cache option in the Control Panel in System 6.

RAM disk Two words. Note capitalization.

random-access memory (RAM) Note hyphenation. Spell out on first occurrence.

re (prefix) Usually closed up, even when it forms a double vowel, as in *reenter*. Exception: *re-create* (as in *re-create the file*).

Read Me The name of a SimpleText document or other document, often shipped with a software product, that contains information the user needs to read. Two words; note capitalization. *Read Me* modifies a noun, usually *file* or *document*: *Open the Read Me files*, not *Open the Read Mes*.

read-only memory (ROM) Note hyphenation. Spell out on first occurrence.

read/write (adj.) Note slash, as in *read/write memory*.

real time (n.), **real-time** (adj.) Note hyphenation of adjective.

recommend Avoid passive or first-person constructions that use *recommend*; reword in terms of the user or product. In more formal contexts, such as a warning tag, *recommend* is acceptable. Avoid *Apple recommends*.

Acceptable: For best performance, 16 MB of RAM is recommended.

Preferable: For best performance, your computer should have 16 MB of RAM.

reference Don't use as a verb; use *refer to*.

register Capitalize names of specific registers, but don't capitalize the word *register*. Don't capitalize generic register names such as *bank register* and *control register*.

release Don't use when referring to a system software version number. See also **system software**.

Rescued items from [volume name] Not *Rescued Items Folder*.

Reset The button or switch, which may be labeled with the word *Reset* or with a triangle symbol.

resizable Not *resizeable*.

resize Not *size* or *grow*. OK to write *change the size of*.

resize box Don't use; use *size box*.

resolution Use a lowercase letter *x* (not the word *by*) to express screen resolution (*640 x 480*).

resources and resource types A resource *type* name should be in computer voice and must have exactly four characters inside straight, single, computer voice quotation marks; for example, 'INIT', 'crsr', 'ICN#', and 'snd'. Resources themselves are often referred to by the same abbreviation as their resource type, but in a generic way; use regular text font in this case. Be sure to explain the abbreviation on first use. Avoid using the resource type name abbreviation unnecessarily.

Incorrect: Format 1 and format 2 snd resources . . .

Correct: Format 1 and format 2 sound resources . . .

Correct: Format 1 and format 2 'snd' resources . . .

Correct: All initialization resources, or INIT resources, are of type 'INIT'.

Correct: Resources of type 'xcmd' are HyperCard external commands (also called *ex-commands* or *XCMDs*). When you write XCMDs . . .

Correct: To be adopted by the Control Panel, a cdev file must contain at least these resources: 'DITL', 'mach', . . . and 'cdev'.

Return The key.

When you press Return, you generate a return character.

In technical manuals, it's OK to use the Return symbol (↵) in lines of code and in tables.

return character Not *carriage return* or *CR*, except in technical documentation when referring to ASCII character \$0D. See also **carriage return (CR)**.

RFI Abbreviation for *radio-frequency interference*. Spell out on first occurrence.

Right Arrow The key. When referring to more than one of the arrow keys, *arrow* is lowercase (as in *the arrow keys*).

right-hand Avoid except in reference to right-hand (recto) pages; use just *right* whenever possible.

rightmost No hyphen.

right side Not *right-hand side*.

RISC Acronym for *reduced instruction set computing*. Spell out on first occurrence.

road map Two words.

ROM Acronym for *read-only memory*. Spell out on first occurrence.

Roman, roman (adj.) Capitalize when referring to numerals; lowercase when referring to type style. See also **Arabic**.

ROM disk Two words. Note capitalization.

router Don't use interchangeably with *bridge*. A bridge joins two networks to form an expanded network, not an internet. A router maintains a logical map of the networks and other routers in an internet, allowing the networks to retain separate identities.

RS-232-C Note hyphenation. Similar terms are hyphenated in the same way.

run (v.), **running** (adj.) In user documentation, use *open* (not *running*) to describe an application program that is currently open.

Incorrect: Check to see if any applications are running.

Correct: Quit any open applications.

Say *use* (not *run*) to describe what a user does with a program. To describe versions of system software, use *a computer with (or that has) system software version X.X*, not *a computer running system software version X.X*.

runtime (n., adj.) One word, no hyphen.

"sad Macintosh" Refers to the startup icon. Use quotation marks. Not *sad Mac*.

sans serif (adj.) No hyphen. Not *sanserif*.

save box Don't use; use *close box*.

save on a disk Not *save to disk*.

Scrapbook Note capitalization.

screen Not *display*.

script system Not *script interface system*. When appropriate, refer to a script system by its product name, which may or may not include the words *script system*. Don't capitalize generic references to types of script systems.

KanjiTalk is Apple's version of the Japanese script system.

The Roman Script System is available on all Macintosh computers.

scroll Avoid using as a transitive verb.

Correct: Scroll through a document.

Correct: Scroll to view more of the document.

Incorrect: Scroll a document.

scroll arrows Two words; not *scroll bar arrows*.

scroll bar Two words.

scroll box Two words.

SCSI Acronym for *Small Computer System Interface*. Spell out on first occurrence. The acronym is pronounced "SKUH-zee," so it is preceded by *a*, not *an*.

The DVD-ROM drive is a SCSI device.

You can connect Narrow SCSI devices to the computer's external SCSI port.

Different types of SCSI connections are named according to their speed. Note the treatment of these terms: *Narrow SCSI* (also called *SCSI-1*), *Fast Narrow SCSI* (also called *SCSI-2*), *Fast Wide SCSI*, *Wide Ultra SCSI*, *Wide Ultra2 SCSI*.

SCSI cable Not *SCSI system interface cable* or *SCSI interface cable*. Be specific: *SCSI system cable*, *SCSI peripheral cable*.

SCSI card Not *SCSI interface card*.

SCSI ID indicator Not *SCSI priority switch*.

SCSI ID number Not *SCSI priority number*.

SCSI ID switch Not *SCSI priority switch setter* or *SCSI ID number switch*.

secondary cache, second-level cache Don't use; use *level 2 cache* or *L2 cache*.

section, section record Avoid in user documentation; use *publisher* or *subscriber*.

select Use *select*, not *choose*, for icons, windows, objects, graphic images, sections of text, or options in dialog boxes. Use *choose* for menu commands, including those in tear-off menus. See also **choose**. Compare **deselect**; **highlight**; **unselected**.

self-test (n., adj.) Note hyphenation. Don't use as a verb.

sentence style Another name for *initial cap only*, a style of capitalization. In sentence style, only the first letter of the first word is capitalized. See also **capitalization**.

setup (n., adj.), **set up** (v.) One word except as a verb.

sexism, sexist language See *fair language*.

SGRAM Abbreviation for *synchronous graphic random-access memory*. Spell out on first occurrence.

shared disk In user documentation, use *shared disk* when you discuss connecting to another Macintosh over the network. When you discuss setting up a folder to share on your own computer, use *shared folder*. Use *file server* only when explaining the concept of file servers.

shared folder In user documentation, use *shared folder* when you discuss setting up a folder to share on your own computer. Use *shared disk* when you discuss connecting to another Macintosh over the network. See also **shared disk**.

Shift The key. Note capitalization.

Shift-click (v., adj.) Note capitalization and hyphenation. (The hyphen denotes a combined keystroke.) Avoid as a verb in user documentation; substitute *press the Shift key and click* if possible.

Use the Shift-click technique to select more than one icon.

Shift lock Don't use; use *Caps Lock*.

shortcut One word.

sign Use *sign*, not *symbol*, in the following terms: *division sign*, *equal sign*, *greater-than sign*, *less-than sign*, *minus sign*, *multiplication sign*, *number sign*, and *plus sign*.

signaled, signaling Not *signalled*, *signalling*.

signals Use regular text font, all caps, for signal names. Use an en dash between the first and last signal names to indicate a range of signals. Begin active-low signal names with a slash, and use angle brackets to enclose two or more ranges in a set.

/CLK

</AD31–/AD29,/AD7–/AD0>

SIMM Acronym for *Single Inline Memory Module*. Spell out on first occurrence.

SimpleText One word. Note capitalization.

since Can be used to mean *because*, but only if it begins a sentence. When using *since* in this way, however, make sure it isn't possible to misread the sentence as an expression of temporal relationship.

Correct: Since the address is passed on every call, you must . . .

Incorrect: Using access privileges is a good idea, since you probably won't want all users to make changes to the document.

Single Inline Memory Module (SIMM) Note capitalization. Spell out on first occurrence.

single letters See *letters as letters*.

68000, 68020, . . . Don't use a comma in a number representing a microprocessor. In user documentation, if possible, don't use to refer to Macintosh computers that do not contain PowerPC microprocessors; use *if your computer does not contain a PowerPC microprocessor* or a similar phrase. In user documentation, don't use *68K* for *68000*. On first occurrence, use *Motorola 68000 microprocessor*; thereafter, the manufacturer need not be mentioned. See also **x**.

size (v.) Don't use; use *resize* or *change the size of* (in reference to a window or an object).

size box Two words. Not *grow box* or *resize box*.

size region Don't use; use *grow region*.

sleep An energy-saving feature of some computers. The computer goes *to sleep* (or the user can put it to sleep); the computer is then *in sleep* or *in sleep mode*. Do not say the computer is *sleeping* or *asleep*.

slot 1, slot 2, . . . Lowercase. The slot number is Arabic.

SMTP Abbreviation for *Simple Mail Transfer Protocol*. Spell out on first occurrence.

so-called (adj.) Don't italicize or use quotation marks around terms following *so-called*.

socket Not *female connector*. See also **connector; port**.

software Use *application software* or *software* to refer to application software in general. You can use *application program*, *application*, or *program* when referring to a single program.

software license agreement Note lowercase.

sound input port Lowercase; no hyphen. Not *sound-in port* or *Sound In port*. The port that connects the computer to a microphone or similar sound input equipment. Compare **audio input port**.

sound output port Lowercase; no hyphen. Not *sound-out port* or *Sound Out port*. The port that connects the computer to headphones, speakers, or other sound output equipment. Compare **audio output port**.

source file Two words, except in reference to the Pascal predefined file type *sourcefile*.

Space bar Two words. Note capitalization.

space character Not *blank* or *blank character*. OK to use just *space*, but in many cases it's necessary to remind the user that a space is actually a character and that margins, indention, word wrap, and page breaks can sometimes be affected by extra space characters (or a lack of them).

spell-check (v.) Don't use; use *check spelling*.

spelling checker Not *spell checker*.

splash screen Don't use; use *opening display*, *startup display*, or *startup screen*.

spring open (v.), **spring-open** (adj.) In user documentation, not *spring-loaded*.

square wave (n.), **square-wave** (adj.) Note hyphenation of adjective.

stand-alone (adj.) Note hyphenation. Don't use as a noun.

standard file dialog box In user documentation, don't use. In many cases, it's not necessary to name the dialog box at all. When a name is necessary, use *directory dialog box* or name the dialog box according to the context (*Open dialog box*, *Save dialog box*, and so on).

Standard Roman character set Note capitalization.

start Don't use when you mean *open* (*open an application program*).

start up (v.), **startup** (adj.) Avoid as a noun, especially in user manuals, except when repeated occurrences of *when you start up* become unwieldy.

Start up the Macintosh.

Insert the startup disk.

See also **boot**.

startup disk Preferred term, but *boot disk* is OK in technical manuals.

startup display, startup screen Not *splash screen*; *startup display*, *startup screen*, and *opening display* are all OK.

statement Not necessarily the same as *line*. One line may contain several statements, and one statement may extend over several lines.

state names Use the two-letter abbreviations shown in Table 1. (Both letters are capitalized in these abbreviations.)

■ **Table 1** Abbreviations for state and territory names

State	Abbreviation	State	Abbreviation
Alabama	AL	Montana	MT
Alaska	AK	Nebraska	NE
American Samoa	AS	Nevada	NV
Arizona	AZ	New Hampshire	NH
Arkansas	AR	New Jersey	NJ
California	CA	New Mexico	NM
Colorado	CO	New York	NY
Connecticut	CT	North Carolina	NC
Delaware	DE	North Dakota	ND
District of Columbia	DC	Ohio	OH
Florida	FL	Oklahoma	OK
Georgia	GA	Oregon	OR
Guam	GU	Pennsylvania	PA
Hawaii	HI	Puerto Rico	PR
Idaho	ID	Rhode Island	RI
Illinois	IL	South Carolina	SC
Indiana	IN	South Dakota	SD
Iowa	IA	Tennessee	TN
Kansas	KS	Texas	TX
Kentucky	KY	Utah	UT
Louisiana	LA	Vermont	VT
Maine	ME	Virginia	VA
Maryland	MD	Virgin Islands	VI
Massachusetts	MA	Washington	WA
Michigan	MI	West Virginia	WV
Minnesota	MN	Wisconsin	WI
Mississippi	MS	Wyoming	WY
Missouri	MO		

stationery pad In user documentation, not *stationery document* or *stationery*. The checkbox in the Info window is labeled *Stationery pad* (note capitalization).

stationery-aware program Don't use. Use *program that supports stationery* or *program that recognizes stationery*.

step Don't capitalize, even in specific references.

step 1, steps 1 and 2, several steps

stereotypes See *fair language*.

stop A general term meaning to cause a process, command, or program to cease. Compare **abort**; **cancel**; **exit**; **halt**; **interrupt**.

style (of type) Not *typestyle* or *type style*.

StyleWriter Use as an adjective, as in *StyleWriter printer*. Here are some examples of model names:

StyleWriter II
Color StyleWriter 2500

subdirectory When describing the desktop interface in a user manual, use *folder*. See also **folder**.

submenu Use when describing hierarchical menus (see Figure 14). When the user drags the pointer to the side of a hierarchical menu command with a triangular indicator, a submenu appears.

When the user must choose an item from a submenu, use this wording: *Choose X from the Y menu, then choose Z from the submenu.*

Choose Control Panels from the Apple (🍏) menu, then choose Memory from the submenu.

subnetwork No hyphen.

subtitles, manual See *parts*; **volume (book)**.

SuperDrive See *Apple SuperDrive*.

support Avoid if possible in user documentation. Reword using alternatives appropriate to the context, such as *works with*, *provides*, *is available*, *has*, or *you can use*.

Incorrect: This version of system software does not support background printing.

Correct: Background printing is unavailable in this version of system software.

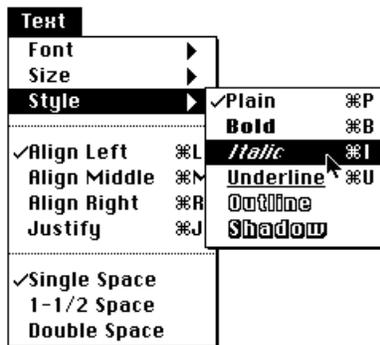
S-video Note capitalization and hyphen.

S-video input port A type of port on AV computers; connects the computer to video equipment that uses an S-video connector. Not *S-video In port*. Different from a composite video input port. (Compare **video input port**.)

S-video output port A type of port on AV computers; connects the computer to video equipment that uses an S-video connector. Not *S-video Out port*. Different from a composite video output port. (Compare **video output port**.)

switch on, switch off Don't use *power down*, *power off*, *power on*, or *power up* in user manuals. OK to use *turn on* and *turn off*.

■ **Figure 14**
A menu and a submenu



symbol OK in a generic sense, as in *the percent symbol (%)*. Don't use *symbol* when you mean *character, letter, or digit*.

Use *sign*, not *symbol*, in the following terms: *division sign, equal sign, greater-than sign, less-than sign, minus sign, multiplication sign, number sign, and plus sign*.

syntax descriptions Use computer voice for literals (parts of the language, values, and so on), italic regular text font for metasympols (artificial terms that have meaning only in your book and are to be replaced by a value or symbol), and plain style regular text font for brackets that enclose something that's optional. Pay close attention to punctuation.

Read (*[file,] var*)

Use a hyphen or an embedded cap to connect two words that act as a single metasympol.

Correct: source-file or sourceFile

Incorrect: sourcefile or source_file

Be consistent when naming metasympols; for example, don't alternate between *commands* and *command-list*.

system Use as a broad term; a *system* includes a computer and any peripheral devices, accessories, and software. Don't use *system* to refer to the computer alone.

system extension In user documentation, may be used to describe files (for instance, files of type 'INIT', 'apple', and 'seri') that extend the abilities of the computer. Compare **INIT**.

System file Note capitalization. Refers to the specifically named file in the System Folder. Compare **system files**.

system files Lowercase. Refers to any files used by the Macintosh to start itself up or to provide system-wide information. Compare **System file**.

System Folder Note capitalization.

system menu Don't use in user documentation.

System 6, System 7 Use this style to refer to system software "families" through System 7.5. If it's necessary to refer to specific version numbers in these families, use *system software version x.y.z*. Exception: *System 7.5*. See also **Mac OS; system software**.

system software Note lowercase. Not *systems software*. The way you refer to the Macintosh system software depends on the version number you're referring to.

pre-7.0—System 6, system software version 6.x.x

7.0–7.5.5—System 7, System 7.5.3

7.6 and later—Mac OS 7.6, Mac OS 7.6.1, Mac OS 8 (*not 8.0*), Mac OS 8.1

Use *in* (or *with*) Mac OS x.x, not *under* Mac OS x.x.

In Mac OS 8.1, help is available in the Help menu.

When referring to system software version numbers, use *later* and *earlier*; for example, refer to *Finder version 7.5.5 or later*.

The Power Macintosh 5200/75 LC requires System 7.5 or later.

system-wide (adj.) Note hyphenation.

Tab, tab Capitalize when referring to the key; use lowercase when referring to the character or to the tab at the end of the Control Strip.

When you press Tab, you generate a tab character.

The tab character (HT, for *horizontal tab*) has ASCII value \$09.

Click the tab at the end of the Control Strip.

table Use tables whenever numbers or text would be clearer if presented in rows and columns.

Capitalization style for all parts of a table is initial cap only.

Column heads, spanners (heads to which at least two column heads are subordinate), row titles (heads in the leftmost column), and stubs (heads to which at least two row titles are subordinate) should be short and descriptive.

If it's necessary to subdivide a single table into sections, use horizontal rules to do so.

table caption Table captions include a table number (optional; refer to your department's design specifications) and a table title. If a table is so simple that it needs no title, it should be reformatted as a list.

Table titles should be short; do not exceed a line and a half of text. Avoid using complete sentences for table titles. Also avoid changing fonts and styles in table titles (for example, avoid using computer voice).

When a table continues onto a second page, the table title is repeated and followed by (*continued*). The table rules, spanners, and column heads are also repeated. If the table continues onto a left-hand page, the word *continued* also appears at the bottom of the previous page.

All tables need in-text references. In general, the reference belongs in the paragraph preceding the table. Don't use *below* or *above* to refer to a table. In-text references can stand alone as a complete sentence (with or without parentheses), or can occur within a sentence (with or without parentheses). Try to use a consistent style throughout a document.

table notes and table footnotes Information that pertains to an entire table is generally set as a table note, before any table footnotes.

The table note begins with the word *Note* (initial cap only) followed by a colon. If it is essential that this information be more prominent than a table note allows, it can be added instead after the table title, in parentheses, with no capitalization or ending punctuation (even if it is a complete sentence).

When specific items within a table require footnotes, depending on your department's style, either number the items consecutively starting with 1, or use the following symbols, in this order:

asterisk (*)

dagger (†, Option-T)

double dagger (‡, Option-Shift-7 in the LaserWriter fonts Helvetica, Times, Courier, and Garamond)

section (§, Option-6)

paragraph (¶, Option-7)

number (#)

The symbols *, †, and # are already superscript. The symbols ‡, §, and ¶ need to be selected and made superscript. When more symbols are needed, they are doubled, in the same order.

table of contents Most manuals of ten pages or more should have a table of contents, which always begins on a new right-hand page.

The first page of the table of contents has a page number but no running foot; all subsequent pages have both a page number and the running foot "Contents" (for both right-hand and left-hand pages).

The table of contents should include part, chapter, and chapter-equivalent titles and may include level-one, level-two, and level-three heads. If absolutely necessary, level-four heads can be included (but remember that a book long enough to need level-four heads will also have an index).

The wording, capitalization, punctuation, and spelling of all heads and titles must be exactly the same in the text as in the table of contents.

See also **chapter tables of contents**.

tap You *tap* a trackpad or the screen on a Newton device. Don't use when you mean *press*. See also **click**; **press**; **type**.

TeachText One word. Note capitalization.

■ **Figure 15**
A tear-off menu



tear-off menu Refers to a menu that can be dragged from the menu bar and left on the desktop either as a list of commands or as a palette. (See Figure 15.) Note hyphenation.

telecommunicate Don't use as a verb. Use *communicate* instead.

telecommunication *Telecommunication* refers to the act; *telecommunications* refers to the field. When used as an adjective, the correct term is *telecommunications*.

Telecommunication gets simpler by the day, though you can't prove it by most manuals on this subject.

The telecommunications industry is expanding rapidly.

television Not *television set* or *TV set*. After the first occurrence, *TV* is OK.

television monitor Don't use. Use *video monitor* or *monitor*.

Telnet Note capitalization. Avoid as a verb. The UNIX command *telnet* is all lowercase.

Correct: You use Telnet to connect to another computer as a terminal.

Incorrect: You Telnet to another computer to use its software.

Correct: You use the `telnet` command to connect to another computer as a terminal.

10Base-T Preferred in user documentation, although 10BASE-T is also correct. See also **100Base-T**.

terminal emulation (n., adj.) No hyphen.

text field Don't use; use *text box*.

text file Two words, except in reference to the Pascal predefined file type *textfile*.

text head Use different levels of text heads to make the organization of a manual clearer to the reader, but remember that too many heads too close together will distract the reader and clutter the page.

In general, organize your sections so that level-four heads are subordinate to level-three heads, level-three heads to level-two heads, and so on. (Don't skip a level of heads.) When the next logical level of heading seems too prominent for a given usage (in troubleshooting chapters, for example), try to use display sentences rather than skipping a level of text heads.

In general, avoid beginning a chapter with a level-one head; start with an introductory paragraph or two before your first text head. Likewise, avoid placing a level-two head immediately after a level-one head, and so on. However, in cases involving space limitations, or where text serves *primarily* to separate one head from the next (but isn't necessary to the user), it's OK to place a head immediately following the previous level of head.

If you use a particular level of head at all in a given chapter or section, use at least two. (Strictly speaking, a chapter or section can't be subdivided into only one part.)

The wording of parallel heads within a section should be parallel: verb forms should be the same (gerunds, imperatives, and so on) from head to head; comparable terms should all be either singular or plural, not a mix; and if you're using complete sentences for some heads, use them for all comparable heads.

Avoid cute, flippant, or gimmicky heads. Humor can be an effective means of enhancing the reader's experience, but it generally works best in the text rather than in titles or heads. Count on your prose to create the excitement necessary to carry the reader along; keep heads simple and descriptive.

The capitalization style for all levels of text heads is caps/lowercase, or title style. Avoid colons in heads wherever possible. If a colon in a head is required, capitalize the first word after the colon. Avoid ellipses in heads.

that Use to introduce a restrictive clause; clauses beginning with *that* are generally not set off with commas. Compare **which**.

Correct: This is the house that Jack built. (There are many houses; the phrase *that Jack built* restricts [narrows the meaning of] the subject of the sentence to one house.)

Correct: The largest house in town, which Jack's sister built, is also the newest. (There is only one largest house; the phrase *which Jack's sister built*, although it provides more information, does not restrict the subject of the sentence.)

thicknet One word, lowercase; no embedded capital.

thinnet One word, lowercase; no embedded capital.

third party (n.), **third-party** (adj.) The adjective is hyphenated. Avoid in user documentation; if possible, replace with another descriptive term, such as *not made by Apple* or *from other manufacturers*.

Avoid: You can also obtain software for your Newton device from third-party developers.

Preferred: If you've installed extensions from manufacturers other than Apple, one of them could be causing the problem.

32-bit clean Note hyphenation. Don't use *cleanliness*, *uncleanliness*, or *unclean*; use *not 32-bit clean*.

32-Bit QuickDraw Note capitalization. Refers to a system extension used with System 6.

thread A series of related files, such as e-mail messages. Items are *in* a thread.

You can reply to an earlier message in the thread.

3D No hyphen.

3.5 Not *3¹/₂* when referring to 3.5-inch disks.

throw away Don't use when you mean to drag an item to the Trash.

Incorrect: Throw away the extension that's causing the problem.

Correct: Drag the extension that's causing the problem to the Trash.

thumb Don't use when you mean *scroll box*.

time-consuming (adj., pred. adj.) Note hyphenation.

timeout (n., adj.) One word, no hyphen.

title bar Two words. Note lowercase.

titled Not *entitled*.

title page All manuals must have a title page. This page is the first in the book and does not have a page number or a running foot.

titles, chapter and section Make part titles, chapter titles, and heads concise and consistent. Keep the reader's needs in mind, and remember that these elements are used primarily as locators for someone skimming through a manual.

For functional definitions of design elements, see the design specifications for your department.

titles, disk *See disc or disk titles.*

titles, manual *See manual titles.*

title style Another name for *caps/lowercase*, a style of capitalization. *See also capitalization.*

titles, window *See window titles.*

toggle (v.) OK to use in technical documentation; do not use in user documentation.

token ring network Three words. No hyphen. Note capitalization.

toolkit One word.

touch-tone (adj.) Note hyphenation.

toward Not *towards*.

trackball An input device used as a substitute for a mouse. One word.

trackpad One word.

trademarks Any trademarked Apple product mentioned in a manual must be mentioned in the appropriate credit line—for trademarks (™) or registered trademarks (®)—on the copyright page. Credit lines for certain third-party trademarked products must also be given on the copyright page (for a list of those products, see the “Special and Licensed Trademarks and/or Copyrights” section of the most recent Apple trademarks list, available at www.apple.com/legal/public/tmlist.html).

Trademark symbols are not included for Apple products in printed or electronic manuals. Note, however, that trademark symbols are often included in other types of documentation, such as marketing materials. Follow the usage guidelines specific to your type of documentation.

Trademark symbols are included only for certain third-party products (listed in the trademark list). Include the symbol on first occurrence in the preface and in the text (and on the title page if applicable).

When a product name is trademarked, it should be used often throughout the document as an adjective modifying a generic noun (particularly on first occurrence in the preface and in each chapter). Avoid using a trademarked term in the possessive or plural form.

Trademark status changes with time; for the most current Apple trademarks, consult the trademark list published by the Apple legal department.

The following uses of a name do not constitute first occurrence in text and should not receive a trademark: in a manual title used in a cross-reference, in a heading, in a caption for a table or figure in a marginal gloss.

Trash Note capitalization. Use an article (*drag the file to the Trash*).

TrueType One word.

troubleshoot (v.), **troubleshooting** (n., adj.) One word.

turn on, turn off OK to use when describing power to a computer or peripheral device.

tutorial steps Early in an instructional sequence, phrase tutorial steps to reflect the sequence of the novice user’s action. Say “Open the File menu and choose Open,” instead of “Choose Open from the File menu.” The latter phrasing is appropriate for procedures in reference manuals and in later sections of tutorials when the sequence of choosing from menus has been well reinforced.

TV Not *TV set* or *television set*. Use *television* on first occurrence, except in the product name *Macintosh TV*.

TV monitor Don’t use. Use *video monitor* or *monitor*.

25-pin connector Note hyphenation. Avoid in user manuals—describe the connector by its size and shape, icon, or in another way appropriate to the context, because it may have fewer than 25 actual pins. See also **connector**.

twisted-pair cable Note hyphen.

type (n.) Use in general references to the text that appears on a printed page. Don't use *type* when you mean *font* or *font family*.

type (v.) Use to describe the act of pressing keys to produce characters on the screen. In manuals, use computer voice to represent what the user actually types, regular text font to describe generically what the user types. For onscreen text, standards are changing; at present, quotation marks are often (but not always) used to represent what the user actually types. Don't use *type in* when you mean *type*.

Type PR#4.

Type `He11o`.

Type your name.

Compare **enter**; **press**.

type-ahead (n., adj.), **type ahead** (v.) No hyphen in verb. Refers to the queuing of a user's keystrokes until an application is ready to process them. Compare **mouse-ahead**, **mouse ahead**.

typeface Use to refer to a distinct design for a particular character set. Each typeface has its own name, such as Times or Garamond. Compare **font**.

Fonts of the same typeface (regardless of font style or point size, or whether they are outline or bitmap fonts) form a single font family.

type family Don't use; use *font family*.

type size Don't use; use *size* or *font size*.

uncheck Don't use; use *deselect*.

unclean Don't use; use *not 32-bit clean*.

under Don't use to describe an operating system environment. Use *in* or *with* (*in System 7*, not *under System 7*).

underlining Don't use in manuals. See also **boldface**; **italics**; **quotation marks**.

unhighlight (v.) Don't use. Use *deselect* for the action of clicking to remove highlighting.

unhighlighted (adj.) Don't use; use *not highlighted*. Compare **unselected**.

Uniform Resource Locator (URL) See **URL**.

UNIX system A registered trademark. All caps, but not an acronym. *UNIX* is correctly used as an adjective, as in *UNIX system*.

unprotect Don't use; use *remove protection*.

unselected (adj.) Use to describe something that has not yet been selected. Not *deselected* or *dehighlighted*. Compare **deselect**; **unhighlighted**.

Up Arrow The key. When referring to more than one of the arrow keys, *arrow* is lowercase (as in *the arrow keys*).

upgradable Not *upgradeable*.

uppercase (n., adj.) One word, no hyphen. When used in conjunction with lowercase as a noun (or to modify a noun), use *uppercase and lowercase* (both words spelled out, in that order).

upside-down (adj.) Note hyphenation.

upward Not *upwards*.

URL Abbreviation for *Uniform Resource Locator*, a way of specifying Internet addresses. The abbreviation is pronounced “you-are-el,” so it is preceded by *a*, not *an*. A URL can specify an address for a Web page, as well as a Gopher, FTP, or Telnet site. Addresses that are expressed as URLs include prefixes for the type of site they are used to access. For example, a URL for a Web page includes the prefix *http://*, and a URL for a Telnet site includes the prefix *telnet://*. To describe general concepts in user documentation, consider using *address* instead of *URL*, because it’s easier for novices to understand. See also **address**; **Internet address**; **Web address**.

U.S. Note periods. (Exception to the rule that abbreviations do not include periods.) Use the abbreviation as an adjective only; as a noun, spell out *United States* (except in copyright statements).

USB Abbreviation for *Universal Serial Bus*. Spell out on first occurrence. Avoid as a noun.

Usenet Note capitalization.

user group Not *users group* or *user’s group*.

user name Two words. Note the treatment of these similar terms: *device name*, *filename*, *pathname*, *volume name*.

user’s manual Not *user manual* or *user’s guide*. See also **manual**.

VAX/VMS Don’t use. Use a phrase such as *VAX computers using VMS software*.

Incorrect: VAX/VMS systems

Correct: VAX computers using the VMS operating system

version Lowercase, as in *AppleShare version 1.1*. Use *later* rather than *higher* in phrases such as *Finder version 6.0.2 or later*.

versus Not *vs.* Rewrite to avoid using *versus* when possible.

video cable Don’t use to describe a cable connecting a monitor to a computer; use *monitor cable*. OK to use for a cable that connects audio/video equipment, such as a television or VCR.

video camera Two words.

videoconference (n.), **videoconferencing** (adj.) One word. Don’t use *videoconference* as a verb; use a phrase such as *have a videoconference*.

video input port Or *composite video input port*. Not *video-in port* or *Video In port*. Port that connects the computer to most video equipment. Compare **S-video input port**.

video jack Not *video connector*.

video output port Or *composite video output port*. Not *video-out port* or *Video Out port*. Port that connects the computer to most video equipment. Compare **S-video output port**.

video port Don't use when you mean the port to which the monitor is connected; use *monitor port*.

viewport One word. Don't use when you mean *window*.

virtual memory Not *Virtual Memory* or *VM*.

voice mail Two words.

voice-quality microphone Note hyphen.

volume (book) Books are divided into volumes when page length exceeds manageable limits. Different volumes don't have different titles because the division into volumes doesn't represent a difference in subject matter. Use Arabic numerals for volume numbers.

Volume 1, Volume 2

The first edition of *Inside Macintosh* is an exception to this rule; its volume numbers are Roman. (The current set of *Inside Macintosh* books does not use volume numbers.)

Volume VI of *Inside Macintosh*

In cross-references to specific volumes, capitalize but don't italicize *Volume*.

See Volume 1 of the *Applesoft BASIC Programmer's Reference Manual* for more information.

See also **parts**.

volume (disk) In general, don't use to refer to disks in user documentation; use *disk* or the specific kind of disk you're referring to. OK to use *volume* to refer to a server or to individual partitions on a disk. Also OK to use *volume* to refer generically to units of storage, when these may include a number of different kinds of disks.

You can use the Find command to search for items on all volumes connected to your computer.

volume name Two words. In specific references, capitalization of the volume name should agree with the directory listing: *the volume name is PERSONNEL*.

Note the treatment of these similar terms: *device name*, *filename*, *pathname*, *user name*.

VRAM Stands for *video random-access memory*. Spell out on first occurrence. Pronounced “VEE-ram.”

vs. Don’t use; use *versus* when absolutely necessary, but rewrite to avoid the term when possible.

warm start (n.), **warm-start** (adj.) Note hyphenation of adjective.

Warning Use a *Warning* notice when the reader needs to know that an action may cause bodily injury, damage to hardware or software, or loss of data.

Use warning notices and other notices sparingly; they lose effectiveness if they appear too often. Don’t use a warning notice immediately before or after an *Important* notice or *Note* tag, or immediately after a text head. See also **Important; Note**.

waveform (n., adj.) One word.

wavelength (n.) One word.

we Don’t use first person; rewrite in terms of the reader or the product.

Correct: For best results, your Macintosh should have at least 8 MB of RAM.

Acceptable: It is recommended that your Macintosh have at least 8 MB of RAM.

Incorrect: We recommend that your Macintosh have at least 8 MB of RAM.

See also **recommend**.

Web Short form of *World Wide Web*. Note initial cap. See also **World Wide Web**.

You use Internet Explorer to connect to the Web.

Web address You use a Web address (usually expressed as a *URL*) to connect to a Web page. Don’t break a Web address when you refer to the address in text; set the address on a separate line if the address is very long. Don’t use *Web address* (which applies to a Web page) when you mean *Internet address* (which can apply to many locations, such as individual e-mail accounts, Web pages, and so on). See also **Internet address; URL; Web page**.

Web page A self-contained document that can be viewed by using a Web address. A single Web site can contain many Web pages. You *connect to* (or *go to*) a page; you are then *at* that page. Text, graphics, and links, however, are *on* the page. Don’t use *Web site* and *Web page* interchangeably. See also **home page; Web address; Web site**.

Web site Refers to a collection of Web pages stored in a particular location. The Web site may be organized into several parts or sections, each of which may contain more than one page. Use *part* or *section* to refer to such an entity. Use *page* to refer to a single Web page. Use *site* to refer to the entire collection. You can *browse, visit, or go to* a Web site, but don’t use such phrases as *point your browser at the Web site* and *surf the Web site*. See also **home page; Web page**.

Welcome to Mac OS message Not *box* or *screen*.

well-behaved Don't use to describe software; use *compatible*, *well-constructed*, and the like.

which Use only to introduce an unrestrictive clause; clauses beginning with *which* are always set off with commas. Compare **that**.

Correct: The largest house in town, which Jack's sister built, is also the newest. (There is only one largest house; the phrase *which Jack's sister built*, although it provides more information, does not restrict [narrow the meaning of] the subject of the sentence.)

Correct: This is the house that Jack built. (There are many houses; the phrase *that Jack built* restricts the subject of the sentence to one house.)

whir Not *whirr*. But *whirring*.

The disk drive whirs; in a moment you see the opening display on the screen.

who, whom *Who* should always be used as the subject of a verb or as a subject complement. *Whom* should always be used as the object of a verb or preposition.

Who is the new interface director?

This manual is intended for the person *who* manages the network.

Be selective about the people to *whom* you give network access.

wide area network (WAN) Three words. Spell out on first occurrence; thereafter, OK to use the abbreviation.

windoid Don't use; use *miniwindow*.

window When an icon is opened, what appears on the screen is called a *window*, not an *open window*. Inactive windows or objects are *in back of* or *behind* active windows. Compare **miniwindow**.

window titles When referring to a window by name, use the exact words in the title bar of the window (*the Netscape Mail window*, *the window called About Mac OS 8*). Lowercase *window* (unless it's capitalized in the title bar).

window zooming Note lowercase. No hyphen.

word processing (n.), **word-processing** (adj.) Note hyphenation of adjective.

words as words Italicize a word when it is used as a word. In text that is read only on the screen, you can use quotation marks instead of italics. Use an apostrophe and an *s* to form the plural, but don't italicize the apostrophe or the *s*.

He had too many *and's* in the sentence.

word wrap Not *wraparound* or *word wraparound*. In manuals written for new users, however, you may want to mention the term *wraparound* or include it in your glossary because users may see it elsewhere.

workstation (n., adj.) One word. Don't use when referring to a desktop computer. OK to use when discussing network administration.

World Wide Web Note capitalization. No hyphen. *Web* is an acceptable short form after first occurrence. Don't abbreviate as *WWW*.

wraparound (n.) Don't use; use *word wrap*.

write-protect (v., adj.), **write-protected** (adj., pred. adj.), **write-protection** (n.) Hyphenated in all forms.

You use the write-protect tab to write-protect a disk.

When a disk is write-protected, it can't be changed.

Sometimes it's necessary to remove the write-protection from a disk.

Compare **copy-protect**, **copy-protected**, **copy-protection**.

WWW Don't use as an abbreviation for *World Wide Web*. Use *Web* instead.

x When used as a place holder for replaceable numbers, *x* is lowercase and plain style.

\$02xx (represents a range of Memory Manager errors)

Don't use *x*'s as place holders in numbers representing microprocessors.

Incorrect: 68xxx microprocessor

Correct: 68000-family microprocessor

XON/XOFF All caps. Refers to the handshake.

Y-adapter Note capitalization and hyphen.

zero character OK for the ASCII character \$30. Don't confuse with *null character* (\$00).

zeros Not *zeroes*.

zip code Note lowercase.

Zip disk, Zip drive Note capitalization. Don't call a Zip disk a *cartridge*.

zoom box Two words. Note lowercase.

Appendix A

Technical Notation

This appendix gives special style and usage rules that apply largely or exclusively to technical documentation. (These rules are also included by topic in the main body of this guide.)

General considerations

When writing about a particular programming language, be careful to follow the capitalization style of that language.

Be sure to explain in the preface how your book uses capitalization and typography. If you use special text elements, such as tag boxes, incidental boxes, or marginal glosses, it's usually a good idea to explain your conventions for these elements as well.

Code

Use computer voice for code.

If the language you're working with has a standard style of indentation, use it. If it doesn't have such a style, develop a logical method of your own and use it consistently.

```
WHILE i<63 DO
  BEGIN
    IF odd(i) THEN z := z*w
    ELSE z := y
  END
```

Develop a method of spacing around punctuation and use it consistently. It's often best to use "English-style" spacing because it's easy to remember and to stick with.

```
(height, width: extended; quo: integer);
PageSize = 1024
```

Syntax descriptions

Use computer voice for literals (parts of the language, values, and so on), italic regular text font for metasympols (artificial terms that have meaning only in your book and are to be replaced by a value or symbol), and plain style regular text font for brackets that enclose something that's optional. Pay close attention to punctuation.

```
Read ([file, ] var)
```

Use a hyphen or an embedded cap to connect two words that act as a single metasympol.

Correct: source-file or sourceFile

Incorrect: sourcefile or source_file

Be consistent when naming metasympols; for example, don't alternate between *commands* and *command-list*.

Computer voice in text

Most technical manuals use computer voice for computer-language elements in text. Whether to use computer voice in text for other documents is a matter of judgment.

Use computer voice for all text fragments that the reader should construe as expressions in a programming language.

You may choose to use computer voice for the names of files, volumes, directories, and libraries, especially in reference books for languages and development systems where the filenames are names of pieces of code.

`StandardCRuntime.o` library

`MainProg.c` file

Such names are a special case because they are not part of executable code.

In general, don't use a routine name as a verb.

Correct: Run `ls` on both directories.

Incorrect: `ls` both directories.

Correct: Change to the root directory.

Incorrect: `cd` to the root directory.

Avoid mixing fonts within a single word. Rewrite to avoid forming the plural of a word in computer voice.

Correct: values of type `integer`

Incorrect: `integers`

Punctuation following a word or phrase in computer voice is in regular text font, not in computer voice, unless the punctuation mark is part of the computer-language element represented.

`NAN(004)`, `nan(4)`, and `NaN` are examples of acceptable input.

Metasymbols in text

In running text, use italic regular text font when referring to a metasymbol (that is, an artificial term that has meaning only in your manual and is to be replaced by a value or symbol), and spell out the metasymbol just as it would appear in a syntax description. Use plain style when using the name of a metasymbol as ordinary prose.

Correct: Replace *volume-name* with a name of up to 12 characters.

Correct: The volume name may have up to 12 characters.

Incorrect: The *volume-name* may have up to 12 characters.

In manuals, do not use *foo*, *bar*, *baz*, or *frobozz* to represent hierarchical or ordered metasymbols in code examples; use metasymbols that suggest the kind of item that the programmer might fill in.

TObject.*FirstMethod*

TObject.*SecondMethod*

Appendix B

Units of Measure

This appendix lists units of measure likely to occur in a computer manual. For each unit, both the full term and the abbreviation are given, along with the quantity for which the unit is used.

Guidelines

In user documentation, spell out all units of measure at first occurrence, whether in text, tables, or technical specifications. Repeat the spelled-out version in new sections and chapters if the abbreviation is obscure and if the level of audience requires it.

Always spell out English units of measure in text (for example, *5.25-inch keyboard*). It's OK to abbreviate them in tables and technical specifications (*keyboard length: 5.25 in.*).

It's OK to abbreviate metric units after first occurrence, except for the unit *meter*. (For example, *the containment unit holds 45 ml of liquid* but *the mouse cable is 40 meters long*.)

Abbreviations for English units are followed by a period. Abbreviations for metric units are not.

In general, units of measure derived from a proper name are not capitalized when spelled out, but their abbreviations are capitalized. (For example, *joule* is abbreviated *J*.)

Use the same abbreviation for singular and plural forms, except for abbreviations incorporating the word *bit* or *byte*, as in *Kbytes* or *Gbits*.

Use a space between a number and a unit of measure or its abbreviation, except for the abbreviation *K* (kilobit), which is closed up with the numeral (*84K*). Another exception is the degree symbol, which is closed up with the numeral and followed by a space and the letter F, C, or K (*451° F*).

When using a spelled-out unit of measure in a compound adjective, hyphenate the compound (*45-inch floppy disk*). When using a metric measurement, do not hyphenate (*20 nA battery*).

In the table "Names and abbreviations for units of measure" on the next page, when an abbreviation includes a nonalphanumeric character, the keystrokes that generate the character are included in brackets after the abbreviation.

■ **Table 2** Names and abbreviations for units of measure

Unit	Abbreviation	Quantity
ampere	A <i>or</i> amp	electric current
ampere-hour	Ah	rate of delivery of electricity
ampere-second. <i>See</i> coulomb		
amperes per meter	A/m	magnetic field strength
amperes per volt. <i>See</i> siemens		
angstrom (10 ⁻¹⁰ meters)	Å [Option-Shift-A]	optical wavelength
attoampere (10 ⁻¹⁸ amperes)	aA	electric current
baud (signal events per second)	baud	speed of data transmission
bel (10 decibels)	B	sound intensity
bits per second	bps	speed of data transmission
calorie (thermochemical calorie)	cal <i>or</i> C	heat
candela (<i>or</i> candle)	cd [with metric units] <i>or</i> cd. [with English units]	luminous intensity
candela per square inch	cd./sq. in.	luminance
candela per square meter	cd/m ²	luminance
centimeter	cm	length
characters per inch	cpi	letter spacing (in type)
characters per second	cps	printing speed (on nonlaser printers)
coulomb (ampere-second)	C	electric charge
coulombs per volt. <i>See</i> farad		
cubic centimeter	cm ³	volume
cubic feet per minute	cu. ft./min.	change in volume over time
cubic feet per second	cu. ft./sec.	change in volume over time
cubic foot	cu. ft.	volume
cubic inch	cu. in.	volume
cubic meter	m ³	volume
cubic meters per second	m ³ /s	change in volume over time
cubic yard	cu. yd.	volume
cycle	c	complete execution of a periodically repeated phenomenon
cycles per second. <i>See</i> hertz		
decibel (0.10 bels)	dB	sound intensity
degree	° [Option-Shift-8]	angular measure
degree Celsius	° C [Option-Shift-8]	temperature
degree Fahrenheit	° F [Option-Shift-8]	temperature
degree Kelvin. <i>See</i> kelvin		
degree Rankine	° R [Option-Shift-8]	temperature
dots per inch	dpi	resolution
dyne	dyn	force

(continued)

■ **Table 2** (*continued*)

Unit	Abbreviation	Quantity
electromotive force	emf	energy derived from electrical source per unit quantity of electricity
electron volt	eV	energy
erg	erg	work
farad (coulombs per volt)	F	capacitance
feet per minute	ft./min.	velocity
feet per second	ft./sec.	velocity
feet per second squared	ft./sq. sec.	acceleration
foot	ft.	length
gallon	gal.	volume
gauss	G	magnetic induction
gigabit	Gbit	computer memory
gigabyte	GB	computer memory
gigaelectron-volt (10^9 electron volts)	GeV	energy
gigahertz (10^9 hertz)	GHz	frequency
gilbert	Gb	magnetomotive force
gram	g	mass, weight
grams per cubic centimeter	g/cm ³	density
henry	H	inductance
hertz (cycles per second)	Hz	frequency
horsepower	HP	power
hour	h [with metric units] or hr. [with English units]	time
inch	in.	length
inches per second	in./sec.	velocity
joule (kilogram-meter)	J	energy
joules per second. <i>See</i> watt		
kelvin	K	temperature
kilobit	Kbit	computer memory
kilobits per second	Kbps	speed of data transmission
kilobyte	K or KB	computer memory
kilobytes per second	KB/sec.	speed of data transmission
kilogauss (10^3 gauss)	kG	magnetic induction
kilogram (10^3 grams)	kg	mass, weight
kilogram-meter. <i>See</i> joule		
kilogram-meters per second squared. <i>See</i> newton		
kilograms per cubic meter	kg/m ³	density
kilohertz (10^3 hertz)	kHz	frequency
kilohm (10^3 ohms)	k Ω [Option-Z]	electric resistance
kilometer (10^3 meters)	km	length, distance

(*continued*)

■ **Table 2** (*continued*)

Unit	Abbreviation	Quantity
kilometers per hour	kph <i>or</i> KPH	velocity
kilovolt (10 ³ volts)	kV	electric potential
kilovolt-ampere. <i>See</i> kilowatt		
kilowatt (kilovolt-ampere)	kW	power
kilowatt-hour	kWh	energy (usually electric power consumption)
lines per inch	lpi	resolution
liter	l	volume
liters per second	l/s	change in volume over time
lumen	lm	flux of light
lumens per square centimeter. <i>See</i> phot		
lux	lx	illumination
maxwell (10 ⁻⁸ webers)	Mx	magnetic flux
megabit	Mbit	computer memory
megabits per second	Mbps	speed of data transmission
megabyte	MB	computer memory
megabytes per second	MB/sec.	speed of data transmission
megaelectron-volt (10 ⁶ electron volts)	MeV	energy
megahertz (10 ⁶ hertz)	MHz	frequency
megohm (10 ⁶ ohms)	MΩ [Option-Z]	electric resistance
meter	m	length, distance
meters per second	m/s	velocity
meters per second squared	m/s ²	acceleration
microampere (10 ⁻⁶ amperes)	μA [Option-M]	electric current
microfarad (10 ⁻⁶ farads)	μF [Option-M]	capacitance
microgram (10 ⁻⁶ grams)	μg [Option-M]	mass, weight
microhenry (10 ⁻⁶ henrys)	μH [Option-M]	inductance
microliter (10 ⁻⁶ liters)	μl [Option-M]	volume
micron (10 ⁻⁶ meters)	μ [Option-M]	length
mil (10 ⁻³ inches)	mil	length
mile	mi. [except in <i>mph</i>]	length, distance
miles per hour	mph <i>or</i> MPH	velocity
milliampere (10 ⁻³ amperes)	mA	electric current
milligram (10 ⁻³ grams)	mg	mass, weight
millihenry (10 ⁻³ henrys)	mH	inductance
milliliter (10 ⁻³ liters)	ml	volume
millimeter (10 ⁻³ meters)	mm	length
millimicron. <i>See</i> nanometer		
million instructions per second	MIPS	processor speed
millisecond (10 ⁻³ seconds)	ms	time
millivolt (10 ⁻³ volts)	mV	electric potential
milliwatt (10 ⁻³ watts)	mW	power
minute	min.	time

(*continued*)

■ **Table 2** (*continued*)

Unit	Abbreviation	Quantity
month	mo.	time
nanoampere (10^{-9} amperes)	nA	electric current
nanofarad (10^{-9} farads)	nF	capacitance
nanometer (10^{-9} meters)	nm	length
nanosecond (10^{-9} seconds)	ns	time
newton (kilogram-meters per second squared)	N	force
newtons per square meter. <i>See</i> pascal		
oersted	Oe	magnetic intensity
ohm	Ω [Option-Z]	electric resistance
ounce	oz.	volume, weight
pascal (newtons per square meter)	Pa	pressure
phot (lumens per square centimeter)	ph	illumination
picofarad (10^{-12} farads)	pF	capacitance
picowatt (10^{-12} watts)	pW	power
pound	lb.	mass, weight
poundal	pdl.	force
radian	rad <i>or</i> radian	angular measure
radians per second	rad/s	angular velocity
radians per second squared	rad/s ²	angular acceleration
revolutions per minute	rpm	angular velocity
second	s [with metric units] <i>or</i> sec. [with English units]	time
siemens (amperes per volt)	S	conductance
square foot	sq. ft.	area
square inch	sq. in.	area
square meter	m ²	area
square mile	sq. mi.	area
square yard	sq. yd.	area
tesla (webers per square meter)	T	magnetic flux density
ton	tn. <i>or</i> ton	mass, weight
volt	V	electric potential
volts (point-to-point)	V _{pp}	electric potential
volts (root mean square)	V _{rms}	electric potential
volt-ampere. <i>See</i> watt		
watt (joules per second)	W	power
watt-hour	Wh	energy
weber	Wb	magnetic flux
webers per square meter. <i>See</i> tesla		
yard	yd.	length, distance
year	yr.	time

Appendix C

How to Write Balloons

This appendix provides guidelines for writing clear, concise balloons, using a style that's familiar to users.

For additional information on creating balloons, refer to the *BalloonWriter User's Guide* and the "Help Manager" chapter in *Inside Macintosh: More Macintosh Toolbox*. Design guidelines for your programs are available in the book *Macintosh Human Interface Guidelines*.

What Balloon Help can and can't do

Balloons are onscreen descriptions of items. The balloon for an item appears when the user moves the pointer to an item. This is a powerful method of providing information, because the user knows exactly what the text is referring to. But the method has some limitations. There are some kinds of information that balloons cannot display effectively.

- Balloon Help *can* show users what they will accomplish by using the objects on their screen, including menu commands, dialog boxes, and tool palettes.
- Balloon Help *can* help experienced Macintosh users who prefer to learn a program by using it, rather than by reading a manual.
- Balloon Help *can't* help a user who doesn't know what he or she wants to do, or a user who doesn't know where to look. (Any more than a dictionary can help someone spell a word when they don't know what letter it begins with.)
- Balloon Help *can't* teach your program by itself. It can't substitute for task-oriented paper or electronic documentation or training.
- Balloon Help *can't* teach novice Macintosh users the concepts they need to know in order to use the Macintosh.

Balloon Help works best when you keep your audience in mind as you write. Ask yourself these questions when you are planning balloons for your program:

- What people will be using your program?
- What aspects of your program are users *not* familiar with?
- What terminology are your users likely to know?

Unless your application program has a specialized audience, it's best to write for users who already know something about using the Macintosh (although they may not be experts) but who don't know much about your program.

General guidelines for writing balloons

These guidelines are presented as general rules, followed by explanations and examples. Each guideline includes one or more examples. For each example, an illustration presents an effective way to word the balloon and a table shows you the effective wording, a less effective wording, and an explanation of the difference.

Many of the example balloons are written for fictional application programs called Widget Maker and Animals.

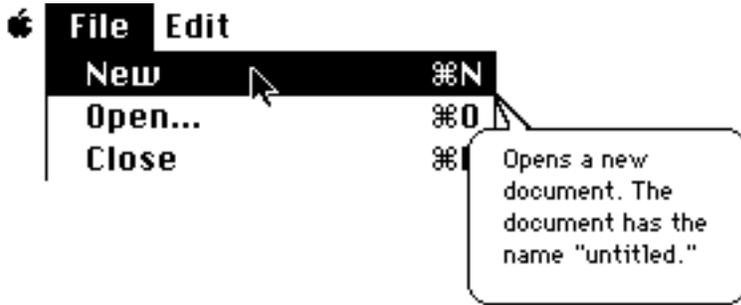
First describe what the user will accomplish

What the user wants *most* to know should come first in the balloon. The user wants to know what task he or she will accomplish by using the item.

For menu commands, the best way to accomplish this is usually to begin the balloon with a verb describing what the menu command does. For other interface elements, a good construction is "To [perform action], click this [name of item]." (For more information, see "Recommended Wording for Specific Types of Balloons.")

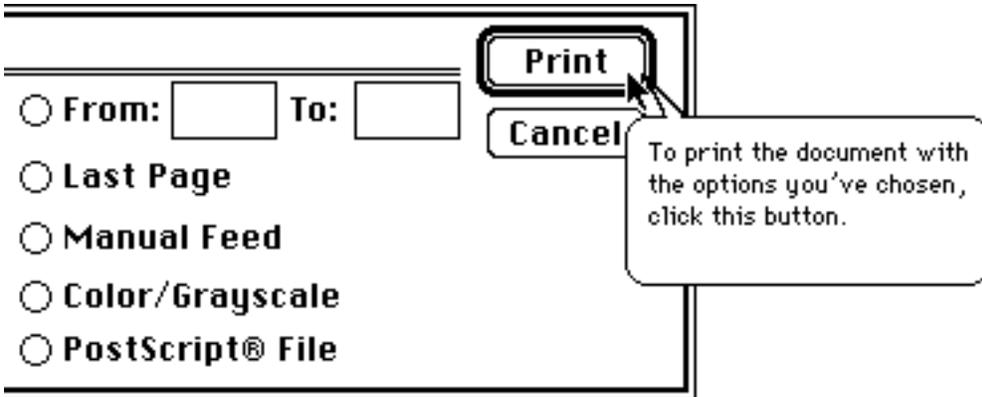
After you've described what the user will accomplish by using the item the balloon points to, then, if you wish, you can describe how the item works, or other things the user might want to know about the item.

Balloon for a New command



This	Not this	Why
Opens a new document. The document has the name "untitled."	This is a menu command. Choose this command to open a new document.	The user most wants to know what he or she will accomplish by choosing the command.

Balloon for a Print button



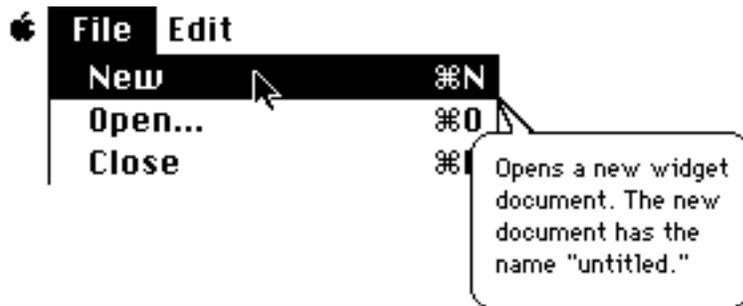
This	Not this	Why
To print the document with the options you've chosen, click this button.	After you've selected options, click this button to print your document.	The user most wants to know what he or she will accomplish (printing). Other things should be described later in the balloon.

Use the fewest words possible

Users are most likely to read and understand your balloons if you use the fewest words possible. Keep sentences short. Present only one concept per sentence. Present only concepts that are directly related to the item in question.

If your balloons will be translated into another language, you have another reason to keep balloons short—translated text is often 20 to 30 percent longer than English text. (See “Guidelines for Balloons That Will Be Translated,” later in this section.)

Balloon for a New command



This	Not this	Why
Opens a new widget document. The new document has the name "untitled."	This menu command lets you open a new widget document. The new document has the name "untitled." <i>or</i> A new widget document is opened when you choose this menu command. The new document has the name "untitled." <i>or</i> Opens a new widget document that includes standard widget-designing controls. The new document has the name "untitled."	The user already knows it's a menu command. "Lets you" doesn't tell the user anything. Everything in the program lets you do something. Uses more words than necessary; uses passive voice. The balloon for the Open command is not an appropriate place to discuss the widget-designing controls.

Write separate balloons for checked, selected, or dimmed items

Whenever possible, write a separate balloon for each condition that a menu item, button, tool, or checkbox might be in. (This might require special programming.)

Conditions include the following:

- Menu items: available, dimmed, checked (in rare cases a menu item might have a diamond)
- Radio buttons or checkboxes: selected, unselected, dimmed
- Buttons in a dialog box: plain, outlined, dimmed

The beginning of the balloon should explain what the item *usually* does. The end of the balloon should describe the special condition (why it is checked or dimmed).

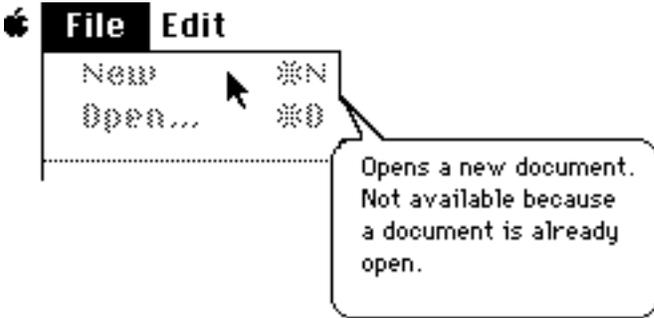
If there are many reasons why an item might be dimmed (or in some other special state), don't name them all. Describe one or two of the most likely reasons.

Whenever possible, use the same wording for the various balloons belonging to a single item. Don't vary the wording unnecessarily.

However, when describing an item that's not available, don't use the "To [perform action], click this [item]" construction, because the user can't click an item that's not available.

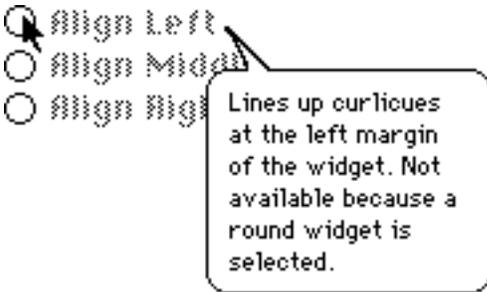
Use "not available" to describe a dimmed menu item or button. Use "dimmed" to describe an open icon. (Additional wording guidelines appear in "Guidelines for Phrasing Inside Balloons," later in this appendix.)

Balloon for a dimmed New command



This	Not this	Why
Opens a new document. Not available because a document is already open.	Opens a new document. Grayed because a document is already open. <i>or</i> Opens a new document. Not available because a document is already open, there is not enough memory, a dialog box is on the screen, or a desk accessory is open.	It is more helpful to the user to know what the grayed appearance means. Too many explanations—might be confusing to the user. It's best to put only the most likely explanation in the balloon.

Balloon for a dimmed radio button

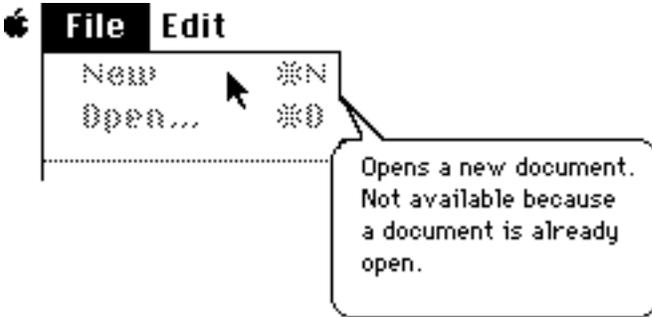


This	Not this	Why
Lines up curlicues at the left margin of the widget. Not available because a round widget is selected.	To line up curlicues at the left margin of the widget, click this button. Not available because a round widget is selected.	The "to [perform action], click this [item]" construction isn't appropriate when an item isn't available, because the user can't click the item.

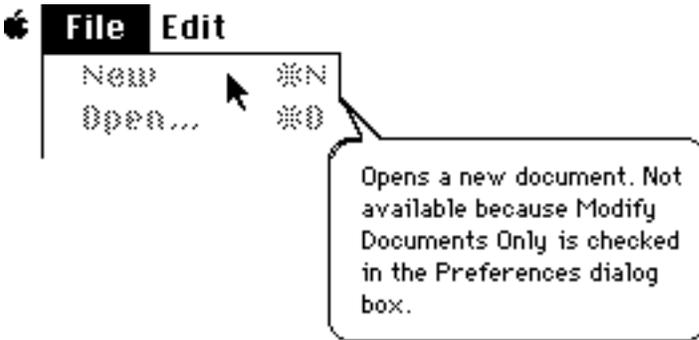
Write extra balloons for hidden conditions

The more specific your balloons are, the easier it is for the user to figure out how your application program works. It's especially important to write a specific balloon for a situation the user might find difficult to figure out. For example, if a selection in a Preferences dialog box causes some menu commands to be dimmed, a special balloon should appear when that selection is on.

Regular balloon for a dimmed command



Balloon for a command that's dimmed because of a selection elsewhere



This	Not this	Why
<p><i>Regular balloon</i> Opens a new document. Not available because a document is already open.</p>	<p><i>Single balloon for all cases</i> Opens a new document. Not available because a document is already open, a dialog box is on your screen, the program is out of memory, a desk accessory is open, or Modify Documents Only is checked in the Preferences dialog box.</p>	<p>The single balloon contains too many explanations. The user may not read the whole list of items on the screen.</p>
<p><i>Special balloon</i> Opens a new document. Not available because Modify Documents Only is checked in the Preferences dialog box.</p>		<p>It's best to provide the most likely possibility in the regular balloon, and the obscure one in another balloon that appears when the option is checked.</p>

Don't name an item unless the name helps the user

Many of the items on screen don't need names. An item needs a name only if the name helps the user remember how to use the program. The following items are likely to need names:

- icons that don't already have names on the screen
- tools in a tool palette
- controls on a ruler
- controls in a paint program
- icons in the Finder whose names can be changed

Some items need a generic name, indicating how they are used, but they don't need a specific name.

Before you name something in a balloon, ask yourself these questions:

- Will this name help the user remember how to use the program?
- Does this item need to have a specific name? Or would a generic name do?
- Is the item already named on the screen? If so, it's not necessary to name it in a balloon.

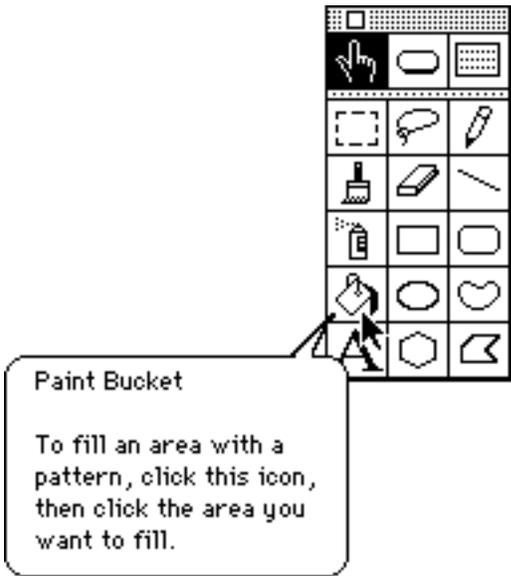
If you decide to name an item, make sure that the name you use in the balloon matches the name used in other documentation.

Balloon for a selection handle



This	Not this	Why
To change the size of the selected item, drag this handle.	Selection handle To change the size of the selected item, drag this handle.	The user doesn't need to know the term <i>selection handle</i> in order to use the object. The generic name <i>handle</i> is sufficient.

Balloon for a paint tool



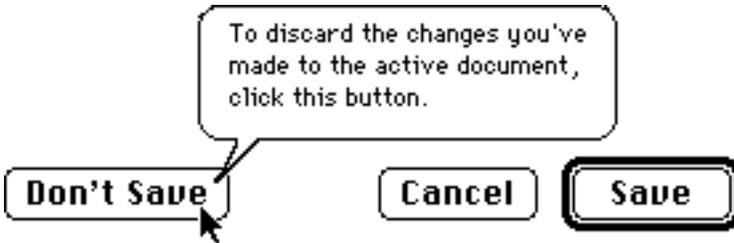
This	Not this	Why
<p>Paint Bucket</p> <p>To fill an area with a pattern, click this icon, then click the area you want to fill.</p>	<p>To fill an area with a pattern, click this icon and then click the area you want to fill.</p>	<p>It's helpful to the user to know the name of the icon, because that helps him or her remember how to use the tool.</p>

Don't name an item that's already named on screen

It's best to keep balloons as short as possible, and one way to avoid extra words is to avoid naming things in balloons if they're already named on screen.

Finder icons are an exception, because the user can rename Finder icons. For example, you may want to include your application program's name in the balloon for its icon.

Balloon for a button in a dialog box

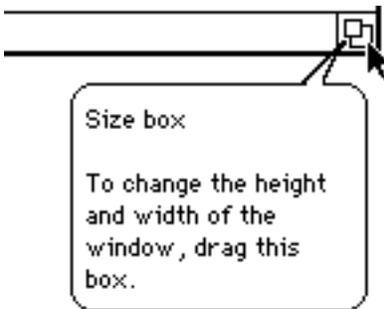


This	Not this	Why
To discard the changes you've made to the active document, click this button.	To discard the changes you've made to the active document, click this "Don't Save" button.	The words "Don't Save" are already on the screen, so it's not necessary to use them in the balloon.

Use active voice

Active voice usually uses fewer words and is easier to read than passive voice.

Balloon for a size box



This	Not this	Why
To change the height and width of the window, drag this box.	The window is made bigger or smaller by dragging this box. <i>or</i> This size box is used to resize the window. The box is dragged to resize the window.	Passive voice uses more words and is more difficult to read.

You can use a sentence fragment beginning with a verb

It's OK to use sentence fragments in a balloon—in other words, it's OK to leave out the subject of the sentence if the item is named on screen. Sentence fragments make balloons shorter, and the thing that the user really wants to know (what the item does) comes first in the balloon.

Use sentence fragments with:

- menu commands
- checkboxes and radio buttons that are not available
- radio buttons that are selected

Balloon for a Save command



This	Not this	Why
Saves changes to the active document.	The Save command saves changes to the active document.	The user already knows it's a command, and "Save" is already on the screen.

Balloon for a dimmed Bold style checkbox

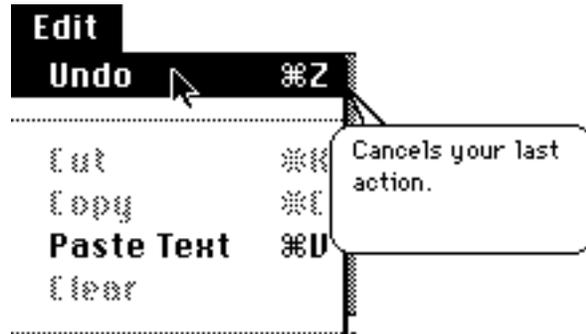


This	Not this	Why
Applies this style to the selected text. Not available because no text is selected.	The Bold checkbox applies the Bold style to the selected text. Not available because no text is selected. <i>or</i> To apply the Bold style to the selected text, click this box. Not available because no text is selected.	Beginning the balloon with a verb is appropriate because "Bold" is already on the screen. Also, it is not necessary to use the name "checkbox" here. It's not appropriate to use the "To [perform action], click this [item]" construction if the user can't perform an action right now (because the item is not available).

Define unfamiliar words

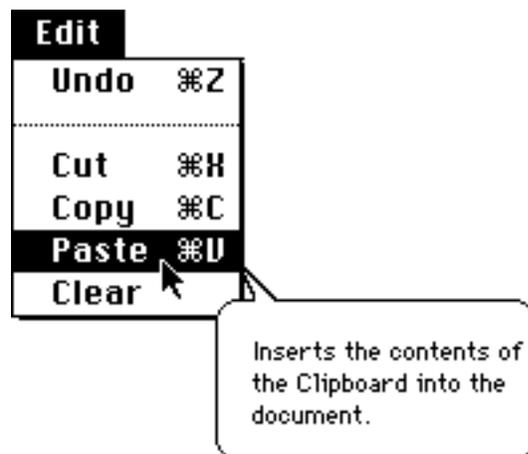
When you're describing a menu item or a button, try to use a word that's different from the one that appears on screen. This helps users who aren't sure what the item means.

Balloon for an Undo command



This	Not this	Why
Cancels your last action.	Undoes your last action.	It's better to use "Cancels," because that explains what the Undo command does.

Balloon for a Paste command



This	Not this	Why
Inserts the contents of the Clipboard into the document.	Pastes the contents of the Clipboard into the document.	It's better to use "Inserts," to explain what the Paste command does.

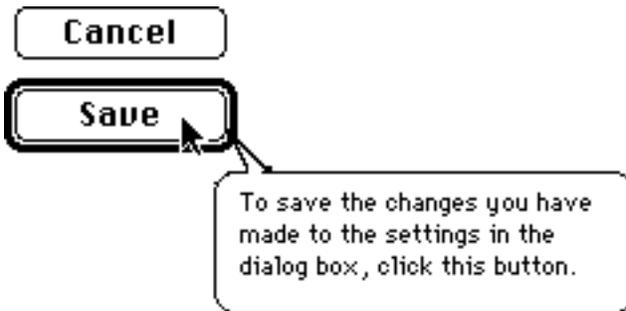
Describe only one way of doing something

If there is more than one way of doing something, only mention one way in the main body of the balloon.

Describe the method that involves the item the user is pointing at. In other words, if the user is pointing at a button, the balloon should instruct the user how to use the button, not how to use a keyboard shortcut for that button.

If there is more than one method involving the item the user is pointing at, describe the method that's simplest to describe and understand.

Balloon for a default Save button



This	Not this	Why
To save the changes you have made to the settings in this dialog box, click this button.	To save the changes you have made to these settings, click this button or press the Return key. <i>or</i> To save the changes you have made to these settings, press the Return key.	The extra information makes the sentence harder to understand. The balloon should describe how to use the item the user is pointing at (in this case, the button).

Go easy on hints

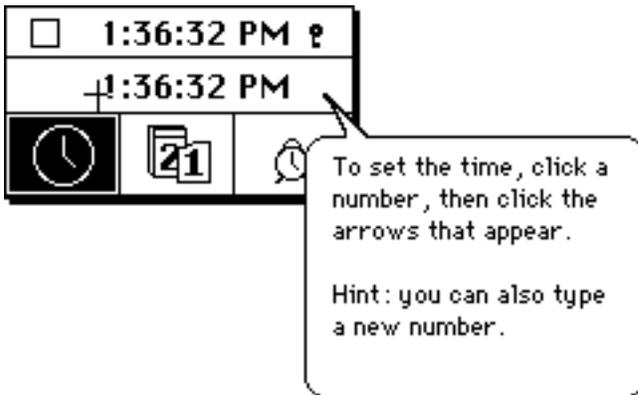
If there are just a few interesting features in your program that would be difficult to discover, then it's appropriate to use balloons to call those features to users' attention.

But if you want to give a hint or shortcut in a balloon, ask yourself these questions:

- Is the balloon reasonably short, even with the hint?
- How often will users need the information? If it's a very obscure feature that few people would need, it probably doesn't belong in the balloon.
- Are hints and shortcuts available somewhere else, for example in a "shortcuts" dialog box or a quick-reference card? Not all users will look at balloons. If your program includes many shortcuts and tricks, be sure to list them in other documentation as well.
- Does the need for hints indicate the need for a different design? If there are a lot of hidden shortcuts and features in your program, then the program may need to be redesigned to make these features more easily accessible to users.

Put the hint or shortcut on a separate line at the end of the balloon.

Balloon for setting a clock



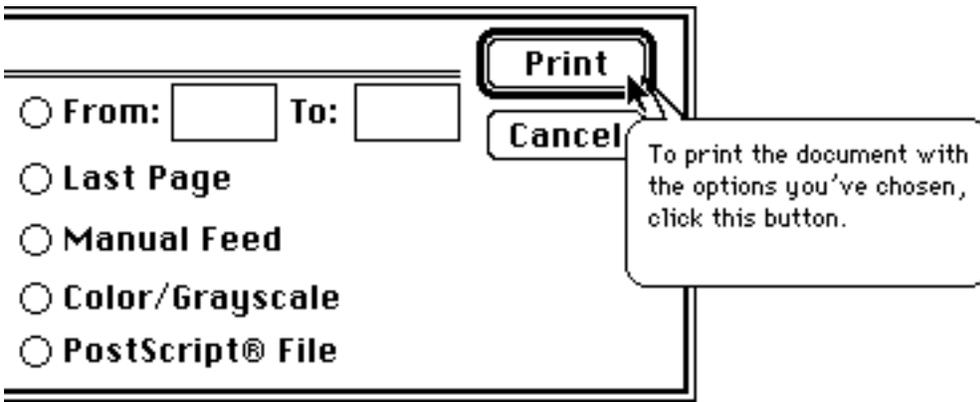
This	Not this	Why
To set the time, click a number, then click the arrows that appear. Hint: you can also type a new number.	To set the time, click a number, then click the arrows that appear or type to insert a new number.	The hint is short and simple enough to fit into the balloon, but it's easier for the user to comprehend two simple sentences than one sentence with several different options.

Describe only the item the user is pointing to

In a dialog box or a control panel, in most cases, you should try to describe *only* the item the balloon is pointing to. It may be tempting to discuss the relationships among items, but if you overdo it, the balloons can become complex and difficult to read. Remember that the user can point at other items to find out what they are.

Direction indicators (“to the left,” “at bottom,” “below”) can be difficult to follow, especially if there is more than one direction indicator in the balloon. This is another reason to avoid describing other items.

Balloon for Print button



This	Not this	Why
To print the document with the options you've chosen, click this button.	To print the number of copies of the document that you've selected to the left, using the printer named at the top of this dialog box, click this button.	The longer balloon is more difficult to read. Discussing other options is not necessary in this balloon—the options are discussed in other balloons. Multiple direction indicators (“to the left,” “at top”) are difficult to understand.

It's OK to refer to other items and use direction indicators when it is necessary, for example, when the user's choices for an item are limited because of a selection elsewhere in a dialog box.

Balloon for a checkbox that's dimmed because of a selection elsewhere

Animal Types:

Zoo Animals

Wild Animals

Animal Display Preferences:

Adults

Juveniles

Habitats

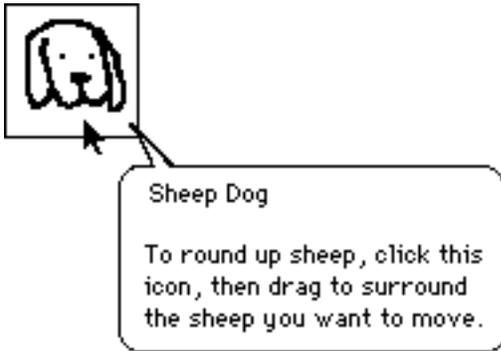
Shows the animals in their habitat (their natural surroundings). Not available because Zoo Animals is selected above.

Describe multiple-step procedures only if they are simple to remember

Balloons are not usually appropriate for describing multiple-step procedures, because a balloon does not stay on the screen while the user performs the various steps. The user may begin a procedure described in a balloon, and then become confused when the information disappears.

It's OK to describe a very simple two-step procedure in a balloon. For example, it's OK to describe two steps in a balloon for a tool in a tools palette.

Balloon for a tool in a palette



Guidelines for balloons that will be translated

If your balloons will be translated, don't append subphrases to a balloon when an item is in a special condition. (For example, a Finder icon balloon contains the following subphrase when an icon is open: "The icon is dimmed because the disk is open.") Write separate balloons for the special conditions instead. The grammar of a foreign language may change based on the context, so you can't assume that the same phrase will fit into several different sentences.

Expect the text to expand 20 to 30 percent after translation. In order to keep foreign-language balloons to 255 characters, limit the English balloons to approximately 180 characters.

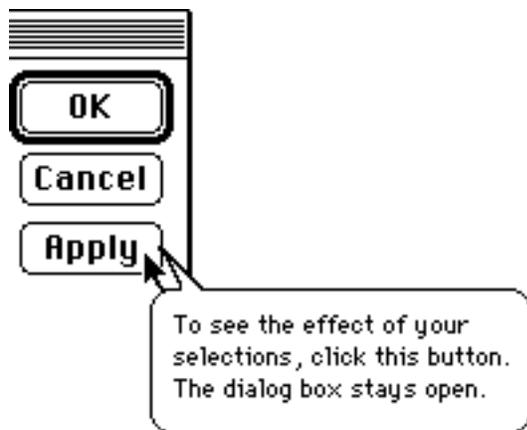
Recommended wording for specific types of balloons

It's easiest for the user to read balloons if similar balloons use similar wording. Unnecessary variations in wording are distracting. Here are Apple's choices for phrasing in Finder balloons. If you use similar phrasing in your balloons, users are likely to find your balloons "familiar" and easier to understand.

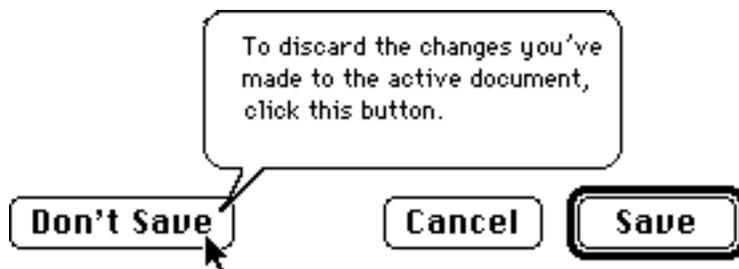
Buttons with words

For buttons that appear in dialog boxes, use the "To [perform action], click this button" construction.

Balloon for an Apply button



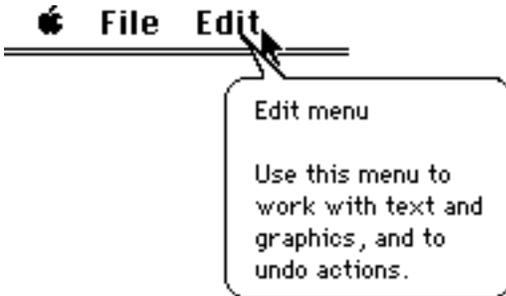
Balloon for a Don't Save button



Menu titles

For menu bar menus, give the title of the menu and then describe what kinds of commands are in the menu. You give the title of the menu because some menus on the menu bar are icons, not words.

Balloon for a menu in a menu bar



For pop-up menus, describe what to do with the menu. Don't give the menu a name.

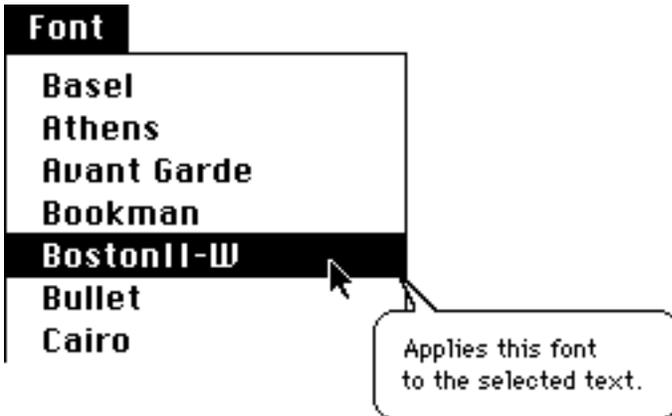
Balloon for a pop-up menu



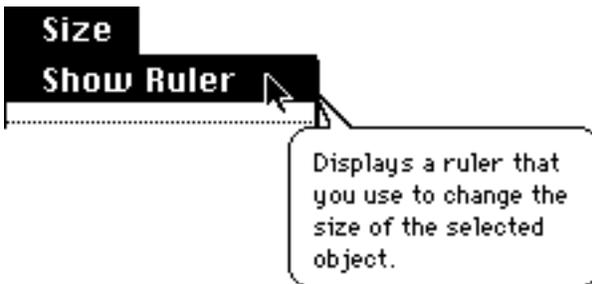
Menu items

Don't name the menu item. Begin with a verb describing what happens when you choose the item.

Balloon for a Font menu item



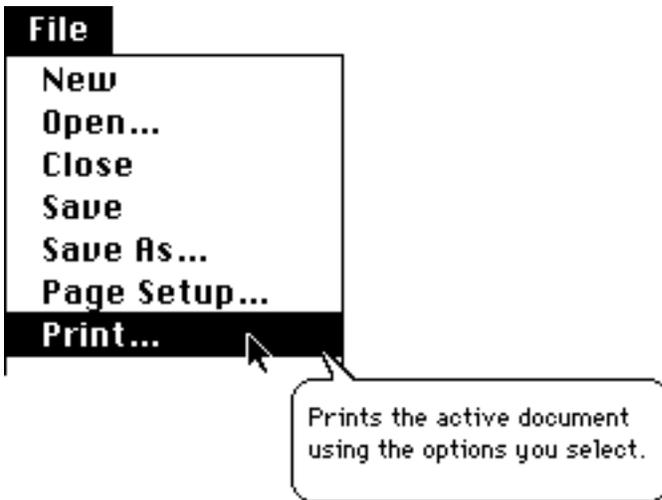
Balloon for a menu command



Menu items that display dialog boxes

It is often not necessary to say in the balloon that a menu item displays a dialog box. The fact that a menu item displays a dialog box may not be the thing the user *most* wants to know. The user wants to know what choosing the menu item ultimately accomplishes.

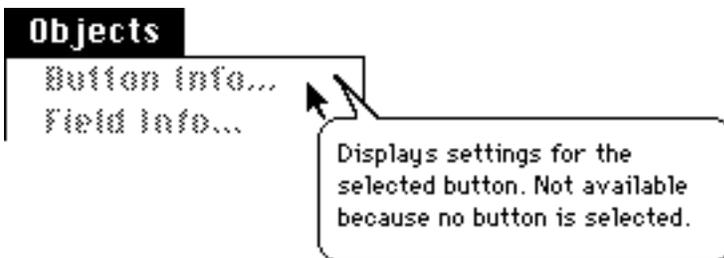
Balloon for a menu command that displays a dialog box



Items that aren't available

After you explain what the item usually does, explain why it is dimmed or otherwise unavailable, beginning with the phrase "Not available because..."

Balloon for a dimmed menu command

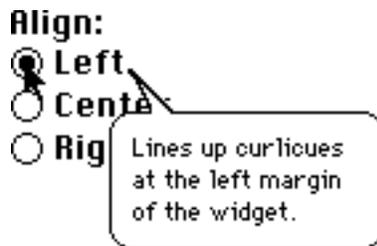


If there are a great many conditions that might result in an item's not being available, don't list them all. List one or two of the most likely conditions only, or create separate balloons for each condition, especially obscure ones. (For more guidelines, see "Radio Buttons" and "Checkboxes," later in this section. Also see "General Guidelines for Writing Balloons," earlier in this appendix.)

Radio buttons

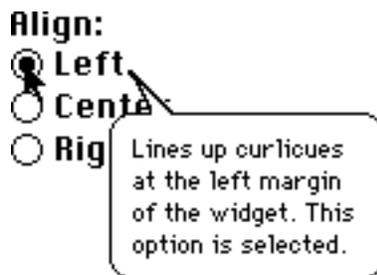
It's best to provide separate balloons for selected, unselected, and dimmed radio buttons, but in some cases this might require special programming, or the program might not be able to tell the condition of the button. If that's the case, then describe what the button does when selected, beginning with a verb.

Balloon for a radio button in any state



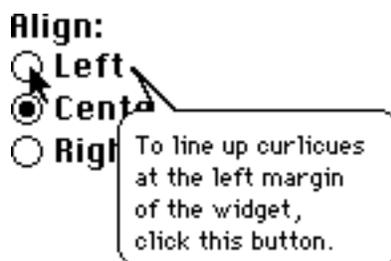
For selected radio buttons, describe what the selected button does, beginning with a verb. At the end of the balloon, say that the button is selected.

Balloon for a selected radio button



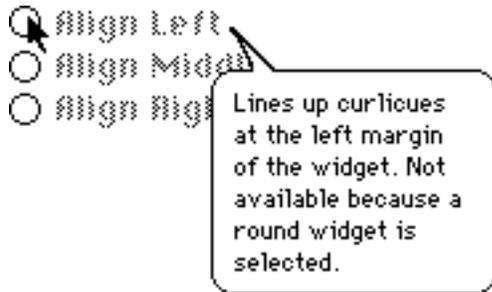
For an unselected radio button, describe what happens when you select the button.

Balloon for an unselected radio button



For a button that's not available, describe what the button does when selected, using a sentence fragment beginning with a verb. Then explain why it is not available.

Balloon for a radio button that's not available



Checkboxes

For checkboxes, provide the following information:

- the current state of the system (what the system does now, given the options that are selected or not selected)
- an explanation or description of the option provided by the checkbox (if necessary)
- how to turn on/off the option

Do not describe the current state of the system if it's obvious or if it would involve saying merely "this option is *not* on."

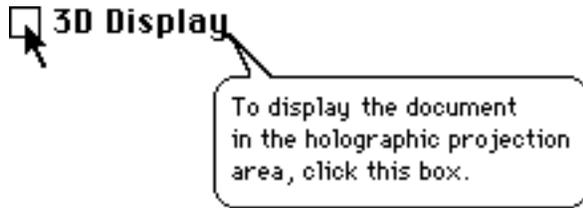
Do not provide an explanation of the option if your users don't need one.

Balloon for a selected checkbox



This balloon describes the current state of system, provides an explanation of the option, and describes how to turn off the option.

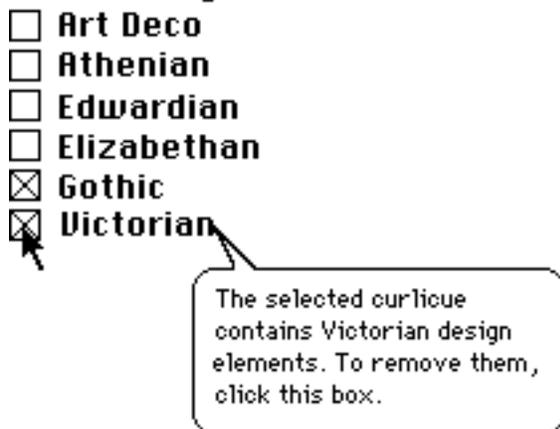
Balloon for an unselected checkbox



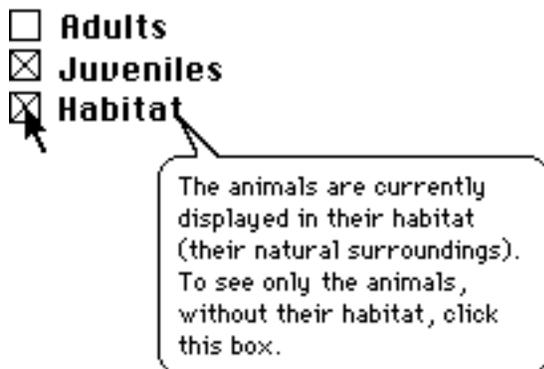
The balloon does not describe the current state of the system (“The document is not being displayed in the holographic projection area”), because it’s obvious. It provides an explanation of the option and describes how to turn on the option.

More balloons for selected checkboxes

Curlicue Style:



Animal Display Preferences:



More balloons for unselected checkboxes

Curlicue Style:

- Art Deco
- Athenian
- Edwardian
- Elizabethan
- Gothic
- Victorian

To apply Victorian design elements to the selected curlicue, click this box.

In this case the current state is not described; it's not necessary to say "The selected curlicue does not contain Victorian design elements."

Animal Display Preferences:

- Adults
- Juveniles
- Habitat

To see the animals in their habitat (their natural surroundings), click this box.

The current state ("You see the animals without their habitat") is not described, because it's obvious from the screen.

Balloons for checkboxes that aren't available

Describe what the box does when it's selected, and then explain why it is not available.

Curlicue Style:

- Art Deco
- Athenian
- Edwardian
- Elizabethan
- Gothic
- Victorian

Applies Victorian design to the selected curlicue. Not available because no curlicue is selected, or because this is a Bauhaus widget.

- 3D Display

Displays the document in the holographic projection area. Not available because your Macintosh is not connected to a holographic projector.

Animal Types:

- Zoo Animals
- Wild Animals

Animal Display Preferences:

- Adults
- Juveniles
- Habitat

Shows the animals in their habitat (their natural surroundings). Not available because Zoo Animals is selected.

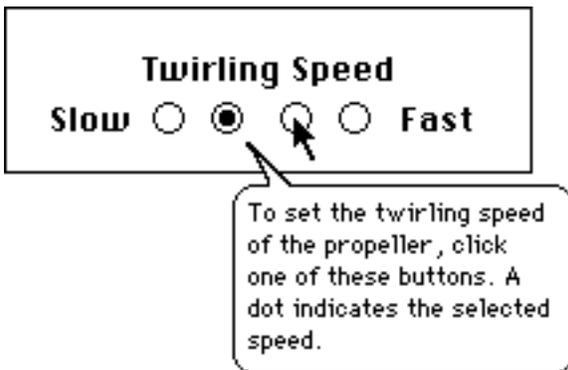
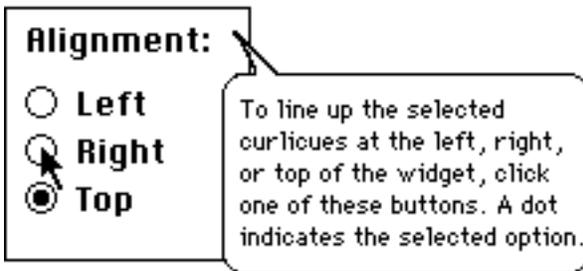
Groups of buttons or checkboxes

It's OK to provide a single balloon for an entire group of radio buttons (although this may require special programming). You can also provide a single balloon for a group of checkboxes, if the checkboxes are closely related.

When providing one balloon for a group of options, describe first how to implement the options, and then describe how you can tell whether an option is selected.

Balloons for groups of radio buttons

Curlicue Positioning



Balloon for a group of checkboxes



Tools in palettes

It's a good idea to name tools, because the name of a tool is often a clue to its use; it helps the user figure out what the tool is for.

After naming the tool, describe one or two likely ways to use it. Don't describe every shortcut or trick you can do with the modifier keys.

Balloons for design tools



Widget Grater

To cut slivers off the edges of the widget, click this tool and then drag it back and forth over the widget edge.



Leopard Painter

To place spots on the leopard, click this tool and then click or drag on the leopard.

To erase spots, hold down the Command key while you drag.

Window parts

Use Apple's standard balloons for these. If your windows have non-standard parts, use the general guidelines at the beginning of this document when writing balloons. (See *Macintosh Human Interface Guidelines* for recommendations on window design.)

Name only the parts of the window that it's necessary for the user to know.

Dialog box on screen

When there is a dialog box on the screen, you can add the following wording to the end of each balloon that refers to an unavailable item:

Not available because a dialog box is on the screen.

Icons

Apple provides standard balloons for icons. If you wish, you can provide your own balloons for an application program and its associated special files (but not for your program's document icons).

Don't describe how to open icons; you can assume Macintosh users know how.

Balloon for an application program icon



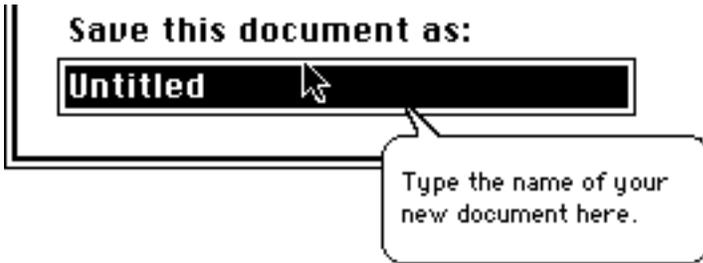
Balloon for a Preferences file icon



Text entry areas

Use "here" to describe the area. You don't have to describe standard Macintosh editing procedures.

Balloon for a text box



Guidelines for phrasing inside balloons

Apple writers use the following guidelines for wording inside balloons. It's best to follow these guidelines, because consistent wording is easier to read and understand. (Just as consistent interfaces are easier to learn.)

This	Not this	Why
display information about	display Info window	Avoids jargon, more meaningful to the user. It's better to describe what a feature does than to mention its name.
on the Clipboard	in the Clipboard	Preserves the metaphor. You don't put papers inside a real clipboard.
dialog box	dialog	If you must use a name for something, use its full name, not an abbreviation.
click not available	click on dimmed, grayed	"On" is unnecessary. It's more informative to the user if you describe the state of the system, rather than the appearance of the system.
active	frontmost, current	Apple style. In cases where terminology is necessary, it's best if user sees consistent terminology in all documentation.

Word or phrase	Guideline
this	To avoid many occurrences of the word "this" in a balloon, use "this" only when you're referring to the thing you're manipulating with the mouse (for example, button, menu item). Otherwise use "the" or "a." For example: "To save changes to <i>the</i> widget, click <i>this</i> button."
close the dialog box	To avoid extra words, use this wording only in the balloon for a Cancel button ("To close the dialog box without saving any changes, click this button"). In balloons for buttons that close dialog boxes and also perform other actions, just mention the other action ("To save the changes you made, click this button").

Appendix D

Newton Style Guide

Newton is not Macintosh. Much of the terminology used in Macintosh documentation is not appropriate for Newton documentation. This appendix describes terminology and style developed to describe Newton and the Newton interface.

This appendix has three sections. The first section is a list of Newton terminology, definitions, and usage guidelines. The second section is a list of computer terminology that should not be used in Newton documentation if possible. Substitute wordings are suggested. The third section contains suggestions for keeping your Newton documentation as short as possible.

Newton terminology

AC adapter Note capitalization.

Action button The button shaped like an envelope that contains commands to fax, print, beam, e-mail, delete, and duplicate.

align The process of tapping X's on the screen to line up the screen and the pen.

application card Avoid *PCMCIA card* except as an explanation of the preferred term.

appointment An item in the Calendar portion of the Date Book. *Event* is also OK, especially in the phrase *repeating event*.

appointment slip What you get when you tap the appointment marker.

area, location A whole part of the Newton interface, such as the Notepad, Date Book, Preferences, Extras Drawer, etc. Don't use it to refer to a single item in one of these areas (such as a note or card). For that, use *item*, or name the kind of item (note or card).

arrow, arrow button Whenever possible use simply *arrow* ("Tap the arrow at the bottom of the screen").

Assist Drawer The box that opens when you tap Assist, which contains the Assist slip and "How Do I?" help. Preferred to *Assist slip*.

Assist slip Can be used to describe what appears when you tap the Assist button. But what appears when you tap Do is called a *confirmation slip* or a specific name (such as *print slip*).

assistant The functionality in Newton that interprets and carries out requests. Don't use *Intelligent Assistant*. When discussing the assistant feature, use *assistant* rather than *Newton*. ("Tap to see a list of tasks the assistant knows how to do.")

backup battery The round lithium battery.

bar short for *separator bar* (Notepad, To Do List). Don't use to refer to the bar marking the length of an appointment in the Date Book. That's called an *appointment marker*.

battery case Two words.

battery life, battery power *Battery life* refers to how long batteries themselves last before they need to be replaced. *Battery power* refers to how long one battery charge lasts. For the AAA batteries, they are simultaneous. For the battery pack, they are different.

battery switch The switch you use when you replace batteries.

beam Avoid using *beam* as a noun. Use *to beam information* or *to send information* or *information* when context allows it.

blinking line Similar to the Macintosh insertion point in function, but don't use *insertion point* to describe it.

box Describes various Newton items that are smaller than the whole screen that have their own X (except for the Extras Drawer, and cards in the Name File). Also called *slip*.

button Anything that has a picture and that does something when you tap it. Don't use *icon* when describing Newton.

Calculator Note capitalization.

Calendar The appointment scheduling part of the Date Book.

calendar The monthly calendar at the corner of the Date Book (also called *mini-calendar*).

card 1. A removable application card or storage card. 2. An item in the Name File.

card lever The lever you use to insert or remove an application or storage card. Also called release lever.

card slot The place where an application or storage card goes.

checkbox A box that you tap to add or remove a checkmark. One word.

circle the item Describes the selecting technique where you draw a circle around the item you want to select.

communication port Newton's serial port.

confirmation slip What you get when you tap Do in the Assist Drawer.

correction keyboard Avoid; use simply *keyboard*.

darkened Describes a recognizer button that's on.

Date Book What you get when you tap the Dates button. Has a Calendar and a To Do List.

Dates button Note capitalization.

day note An event in the Date Book that does not have a specific time assigned to it (such as a birthday). It appears at the top of the calendar page.

diamond 1. The control that you tap to see a list of choices. 2. A slider control (such as in the contrast control feature).

dot Describes the Overview button (the dot between the two arrows). Don't use *Overview dot*.

down arrow Note lowercase.

draw the highlighting mark Describes how you select something.

e-mail Note hyphen. *Mail* is also OK.

enter Don't use if you can use *write* instead. OK where a keyboard is likely to be used.

event, repeating event Appointment in the Date Book.

Extras Drawer Note capitalization.

Find box, Find slip Either is OK.

folder A subset of notes or address cards.

folder button The button on a note or address card that you use to categorize items.

get Don't use *download*.

handwriting, handwritten text Unrecognized writing. Compare **text**.

highlighting mark The heavy black line that you use to select something.

In Box

information slip A box that requests more information. Blanket descriptor for various kinds of slips (*confirmation slip* is also OK when describing the Assist feature). Use the specific name (*print slip, routing slip*) where possible.

item A single note, card, appointment, or to-do.

keyboard, onscreen keyboard Use *keyboard* wherever possible; *onscreen keyboard* on first occurrence in section. Describe specific keyboard only if necessary.

later notes, earlier notes Avoid this; use *beginning* and *end* or *up* and *down* when describing the Notepad.

list of words Use to describe either Newton's or the user's list of words. Don't use *vocabulary list* or *dictionary*.

location, area A part of the Newton interface, such as the Notepad, Date Book, Preferences, Extras Drawer, and so on. Don't use for a specific item (such as a single note or card).

locking tab Part of card slot.

mail Synonym for *e-mail*.

main batteries The AAA batteries or the rechargeable battery pack.

marker The vertical line that marks the length of an item (appointment or to-do) in the Date Book. Can be modified with the word *appointment* or *activity*.

message Text that appears in a box. *Warning message* is also OK. Don't use *alert box* or *dialog box*.

mini-calendar The monthly calendar in the Date Book that you manipulate to go to another date (can also be called *calendar*).

misinterpret Use to describe what happens when Newton guesses the user's intentions incorrectly.

Name File Note capitalization.

Names button Note capitalization.

Newton asks (for information) OK to use.

Newton OK not to use a modifier with *Newton*. ("Don't get Newton wet.")

note An item in the Notepad

Notepad The Notepad is always open underneath everything else.

object Avoid; use *item*.

onscreen keyboard Use *keyboard* wherever possible; *onscreen keyboard* on first occurrence in section. Describe specific keyboard only where necessary.

on/off switch *Power switch* is also OK.

open Don't use *open* to describe moving to different areas in Newton (except for the Extras Drawer). Use *go to* or an equivalent phrase.

Out Box Note capitalization.

Overview button The dot between the arrows. Use simply *dot* if the context is clear.

pen Use *Newton pen* on first occurrence. Don't use *stylus*.

plastic card Describes the protective card that must be installed in the card slot whenever an application or storage card is not being used.

power port Describes the place where you plug in a power adapter.

power switch *On/off switch* is also OK.

preferences area A section of the list you get when you tap Prefs in the Extras Drawer. "Make sure 'Receive Beams Automatically' is turned on in the Beam preferences area." Shorten to *area* or *preferences*.

Prefs The name of the button in the Extras Drawer that takes you to the list of preferences.

print slip The box you use to choose a printer and format.

priority diamond The black diamond that indicates the priority of an item in the to-do list.

put [notes, cards] in folders Describes process of categorizing notes or cards.

recognize, recognition Describes Newton's text recognition and shape recognition features. Don't use *interpret*.

recognizer buttons Describes the text and shape recognition buttons. Don't use *interpreter buttons*.

release lever Releases a card from card slot. Also called *card lever*.

repeating event A repeating appointment in the Date Book.

request Something you ask the assistant to do.

request word A word that the assistant knows how to interpret.

reset button Preferred to *reset switch*.

routing slip General descriptor for print slips and fax slips.

screen Use only to describe Newton's physical screen. Don't use to describe areas of Newton such as the Notepad.

scrub mark The W shape you make when erasing something. Don't use *scrubbing gesture*.

scrub, scrub out, scrub over Describes erasing writing or drawing. Don't use *scribble, scribble out, erase, or delete*.

selecting As on the Macintosh, describes marking an object such as text or a drawing for modification.

selection box The box that appears after you circle something with the highlighting mark. Use just box where possible.

separator bar The bar with information in it that separates items in the To Do List and Notepad. Shorten to *bar* where possible.

shape recognizer The button you darken to clean up shapes; also the functionality. Preferred to *drawing recognizer*.

slip Describes any box that requests information from the user. Must be used with a modifier, for example, *confirmation slip, print slip*.

SRAM card Note no hyphenation. Note capitalization.

storage card Don't use *memory card*. Avoid *PCMCIA card* except as an explanation for the preferred term.

store information in Newton Note preposition.

store information on a storage card Note preposition.

tap the X Describes closing something. Don't use *tap X*.

tap, tap on Describes touching the pen to the screen. Don't use *click*. You tap things to choose them or activate them.

task Describes something the assistant knows how to do. *Request* is preferable.

tell Newton Describes giving Newton information.

text Recognized handwriting.

text recognizer The button you darken to turn on handwriting recognition.

Time Zones An area in the Extras Drawer.

To Do List Note spacing and capitalization. Part of the Date Book.

to-do item Describes a single item in the To Do List.

to-do list Use this hyphenation and capitalization when referring to the list that a user creates on a specific day.

touch-sensitive screen Note hyphenation.

typed text Text that Newton has recognized or that has been entered with a keyboard.

uncheck Describes removing a check from a checkbox to turn off an option.

underneath, on top of Describes positions of various areas. The Notepad is always underneath everything else.

unselect by tapping outside the item Describes removing a selection box or mark from something.

up arrow Note lowercase.

use the pen to Avoid describing actions in this way when discussing drawing, writing, or tapping (except in tutorial materials). OK to refer to the pen when discussing moving things.

write, write in, fill in Preferable to enter.

writing keyboard Don't use; use *keyboard*.

X, the Always use *the* with *X* ("tap the X to close the Extras Drawer").

zigzag Use to describe the scrub mark.

Terminology not to use

Avoid the following terminology when describing Newton. Use the substitute word or phrase, or an equivalent, instead.

Don't use	Use instead
alert box, dialog box	message, message box, warning message
click	tap
close box	the X
dialog box	message, box, slip (must use descriptor with slip)
dictionary	list of words
download, upload	get
drag	move
erase	scrub, scrub over, scrub out
icon	button
insertion point	blinking line
interpret	recognize (but misinterpret is OK)
memory card	storage card
menu	list
open	go to
overview list	list [of something]
pop-up menu	list
pull-down menu	list
radio button	button
scroll	move
stylus	pen, Newton pen (on first occurrence)
table of contents	list [of something]
vocabulary list	list of words

Avoid describing Apple's Newton documentation by title. Instead, refer to "the documentation that came with your Newton" or "Newton's onscreen help."

Keep your manual short

- *Avoid lengthy introductions that describe the advantages of your product.* This information is more appropriate on the outside of the box. If you must include a description, keep it to a page or less.
- *Skip the preface* for manuals that are less than approximately 50 pages in length. Use the table of contents to communicate what information is available in each section or chapter.
- *Weave conceptual information into the detailed instructions.* People don't remember conceptual information unless they are using it to do their work.
- *Don't provide a tutorial on how to use Newton.* Assume that people know the various elements of the Newton interface (for example, that tapping a diamond brings up a list, or that tapping an X closes something) and know how to get around in Newton. For slightly more complicated tasks such as handling application cards, copying text to another area, and so on, refer users to "the documentation that came with your Newton."

Appendix E

How to Write a Glossary

A good glossary can enhance a manual's usefulness to readers much as do the table of contents and a good index. Here are some guidelines for preparing a glossary.

- ❖ *Note: Glossary*, as used here, refers to an alphabetized list of terms with definitions—not the collections of keywords used in Microsoft Word for formatting a document. ❖

Audience considerations

Keep in mind the needs of the people for whom you are writing. Follow the guidelines in this section.

Know your audience

If your manual is intended for first-time computer users or first-time Apple product users, you'll probably have to include terms you might think of as having obvious meanings—such as *disk drive*, *3.5-inch disk*, *System file*, *window*, *screen*, *menu*, *start up*, and *command*. Earlier user manuals can serve as guides when deciding what to include; developmental editors can also make helpful suggestions.

Technical manuals needn't assume computer illiteracy on the part of readers—you may not have to define general computer terms like *silicon* or *application program*. However, you should probably assume that some readers will be ignorant of Apple terminology. Terms like *language card*, *Finder*, or *IWM* (*Integrated Woz Machine*) should probably be in the glossary if your manual uses them. Again, it depends on your audience; for example, the glossary of *Inside Macintosh*, Volumes I–III, does not include *Finder* but does include *File Manager*.

Intermediate manuals or installation manuals for peripheral devices lie in a gray area. Can you assume, for example, that the person buying a hard disk has already learned how to use the computer? Perhaps not. But some hard disk buyers will be highly advanced users. When deciding which terms to include, you should probably err on the side of including terms that most readers might already know, rather than leaving out those that some readers won't know, insofar as the terms belong in the manual's context.

Make definitions explanatory as well as correct

Give an example where appropriate; if possible, make that example specific to the system about which you're writing. Where helpful, refer to other glossary terms for further information or contrast.

Make the context clear

Is your definition general to all computers, specific to Apple computers, specific to a particular device or system, or somewhere in between? If a term has two or more meanings that are relevant (such as *format*, the noun referring to page appearance, and *format*, the verb referring to the action performed on a blank disk), provide all definitions.

Connect ordinary usage with technical meaning

Many ordinary English words have specific meanings with regard to computer products. In manuals for first-time users, it's helpful to show the connection between the ordinary meaning of the word and its new, technical meaning. For example, here's a definition for *open*:

open: To make available. You open files or documents in order to work with them. A file may not be read from or written to until it is open. In the desktop interface, opening an icon causes a window with the contents of that icon to come into view. You may then perform further actions in the window when it's active.

The initial definition of *open*, "to make available," is one of the meanings given the verb in *The American Heritage Dictionary*. It provides a conceptual link to the reader.

Matters of form

These guidelines tell how entries should be formatted and structured and what conventions we follow in Apple manuals.

Design

The appearance of your entries will vary with your book design. If you are working in Microsoft Word,

The glossary macro sets up the entire Glossary section and page format for you, including the opening, footers, and division break. See your design documentation for specs and sample pages.

Format of an entry

The term to be defined is in boldface. Do not capitalize the term unless it is a proper noun.

The definition, in plain text, starts with a capital letter and ends with a period. The first clause of the definition is a sentence fragment. Other parallel phrases in the definition may also be sentence fragments; otherwise, use complete sentences.

Alphabetization

Alphabetize entries letter by letter up to a punctuation mark; spaces do not count. For example, *controller* comes before *control panel*. Numerical entries are ordered as though they were spelled out. For example, *6502* comes between *shell* and *soft switch*.

Where there are several similar numeric entries, however, such as *68000*, *68020*, *68851*, and so on, order the entries numerically within the group. This is a change to the previous rule; *Apple III* now comes after *Apple II*.

Parts of speech

If the term is a verb, start the definition with an infinitive (“To make available”) and not a gerund (“Making available”). If the term is an adjective, you may have to start the definition with wording such as “Said of . . .,” “Characteristic of . . .,” “Used to describe . . .,” or some such. You may also use (n.), (v.), or (adj.) for noun, verb, or adjective to distinguish the part of speech.

Pronunciation

When defining acronyms or other terms with unusual or unclear pronunciation, provide a key in this form:

ASCII: Acronym for *American Standard Code for Information Interchange* (pronounced “ASK-ee”).

EBCDIC: Acronym for . . . (pronounced “EB-si-dik”).

leading: Pronounced “LED-ing”; the amount of blank vertical space between. . . .

The pronunciation key is inside quotation marks; hyphens separate the syllables, and all-caps indicates the stress.

Cross-references

Within your definition, use boldface for other terms in the glossary *that you want the reader to consult in relation to this definition*. Use italics for terms that are synonyms or antonyms but that don't need to be looked up separately (or don't appear in your glossary). If you use a term that appears in the glossary but do not want to draw particular attention to it, just use roman (plain text). Avoid making entries look like this:

(Cluttered)

open: To make available. You open **files** or **documents** in order to work with them. A file may not be read from or written to until it is open. In the desktop interface, opening an **icon** causes a **window** with the contents of that icon to come into view. You may then perform further actions in the window when it's **active**.

If you think cross-referencing is needed, it's often better to do so this way, with cross-references at the end:

(Better)

open: To make available. You open files or documents in order to work with them. A file may not be read from or written to until it is open. In the desktop interface, opening an icon causes a window with the contents of that icon to come into view. You may then perform further actions in the window when it's active. Compare **close**. See also **icon; window**.

Important Make sure all cross-referenced terms are in your glossary.

"See" means that the definition for a term is given elsewhere.

"See also" means that additional relevant information is given elsewhere.

"Compare" means that a contrasting or complementary term is defined elsewhere.

It isn't necessary to say "Compare *with*. . . ." You may also use "Same as" and

"Opposite of" for synonyms and antonyms.

Multiple definitions

Each definition in a sequence is preceded by a number in parentheses followed by a single space:

graphics: (1) Information presented in the form of. . . . (2) The display of pictures. . . .

If the definitions are for different parts of speech, each one is preceded by the part-of-speech abbreviation in parentheses with a period:

branch: (v.) To pass program control to a line or statement other than the next in sequence. (n.) A statement that performs the act of branching. See also **conditional branch; unconditional branch.**

More complexity is possible; consult a developmental editor, if necessary, when dealing with complex entries.

Independence

Your glossary should stand alone. Don't include references to text sections or to other publications.

Assembling the glossary

First, decide which terms you need to include and define for your readers.

Second, check to see if your department has a glossary from which you can cut and paste appropriate entries.

Third, check other Apple manuals on related topics for highly specific definitions that may not appear elsewhere.

Finally, look in other dictionaries or write your own definition.

You don't necessarily have to use an existing definition verbatim. Make up your own variant or examples if appropriate. If an entry contains both a simple definition and a complex one, and you don't need both, pick out the part that is applicable. Feel free to correct errors or misconceptions if you find them.