

# Tool support for creating mobile user assistance

**UA Europe?**  
**ANNUAL CONFERENCE**  
5-6 June 2014, Kraków, Poland

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**UA Europe?**

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# What we'll cover in this session

- Essential features of mobile UA
- Delivery formats
- Responsive vs. Adaptive design
- Generating mobile UA from:
  - RoboHelp
  - Flare
  - Doc-To-Help
  - WebWorks ePublisher
  - Author-it
  - DITA

# Essential features of mobile UA

- Re-flowable text
- Little or no horizontal scrolling
- Single pane
- Easy-to-read text
- Easy-to-tap links
- Navigation support  
(contents, index, search)
- No dependency on Flash or complex scripting

# Delivery formats

- Web
- EPUB / Kindle
- [ Apps ]

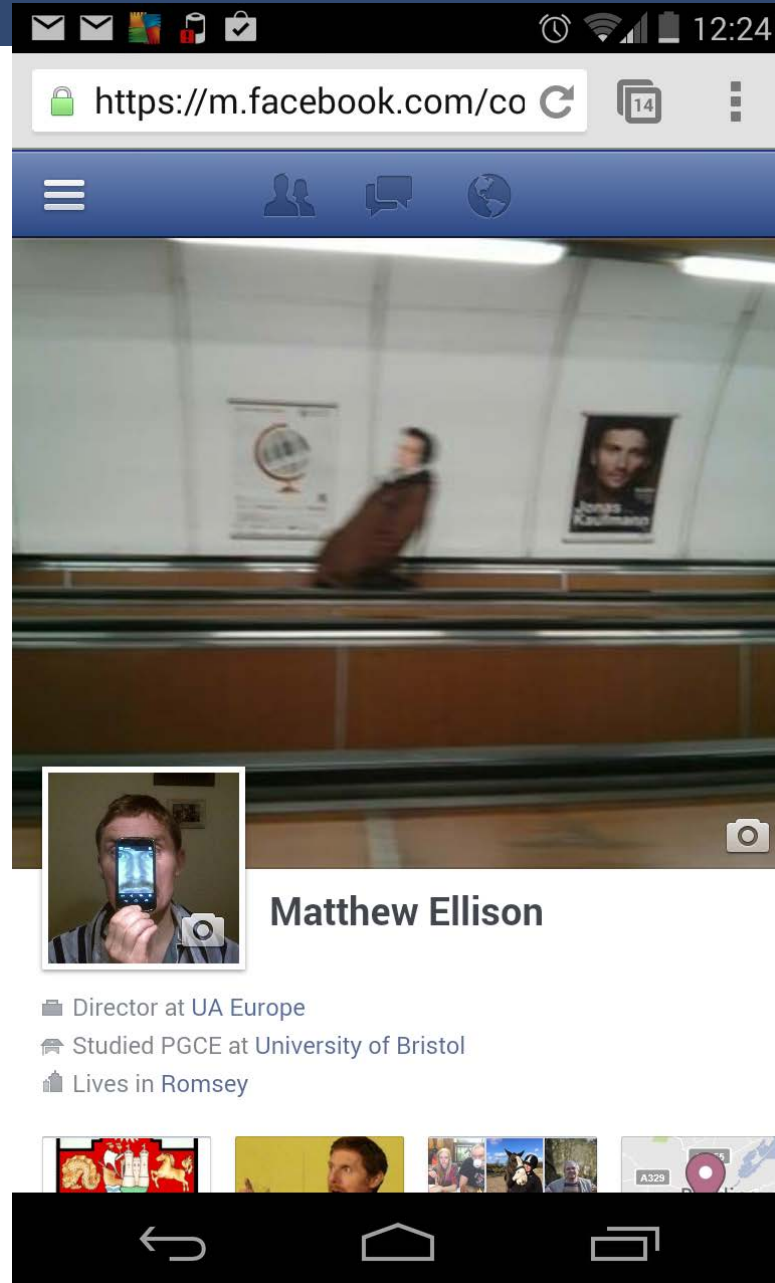
# Responsive vs. Adaptive design

- Responsive
  - Single set of content files in output
  - Content reflows and transforms smoothly as size of browser/device window is changed
- Adaptive Design
  - Separate content files for different device types
  - Single launch URL with redirect to appropriate content pages

# Responsive



# Adaptive





# RoboHelp...

# Generating mobile UA from RoboHelp

Publishing options:

- [ WebHelp ]
- Multiscreen HTML5
- Responsive HTML5
- EPUB 3
- [ Native Mobile App ]

# Multiscreen HTML5 – how does it work?

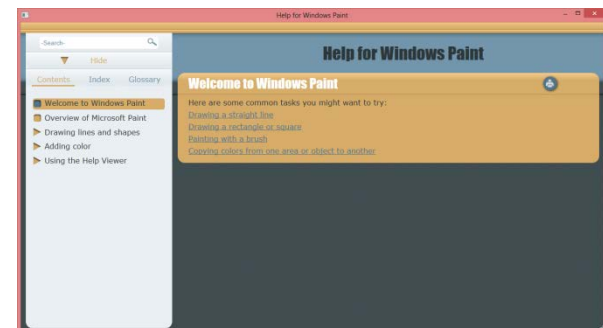
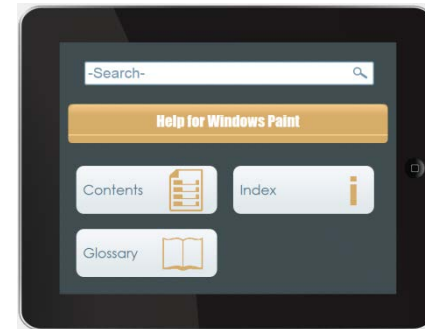
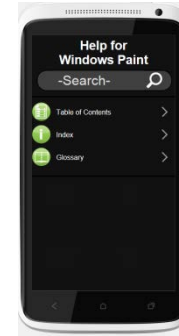
## Screen Profiles

**300x300 –  
900x1200  
Android**

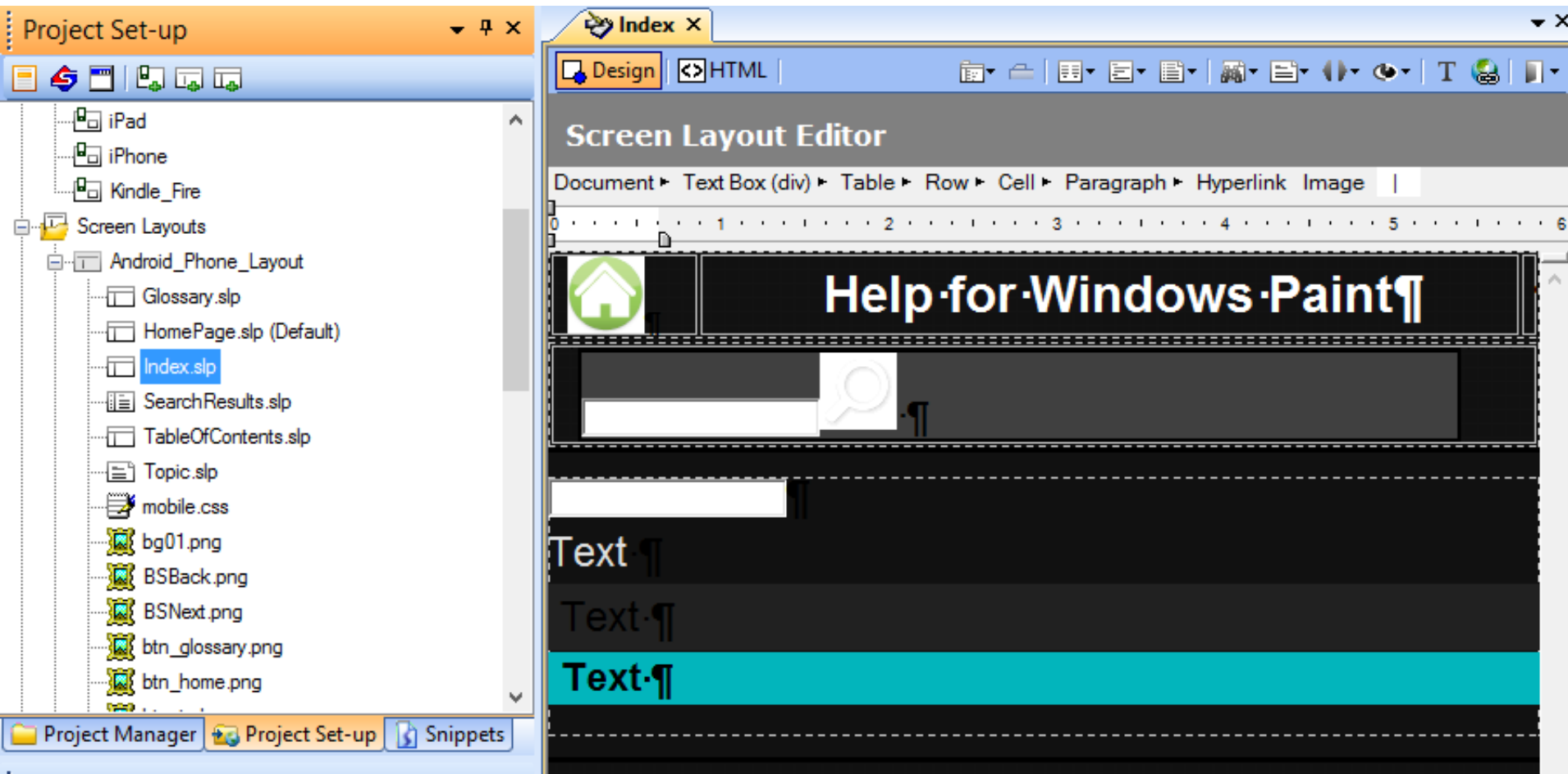
**200x200 –  
768x1024  
iPad**

**1024x768 –  
99999x99999**

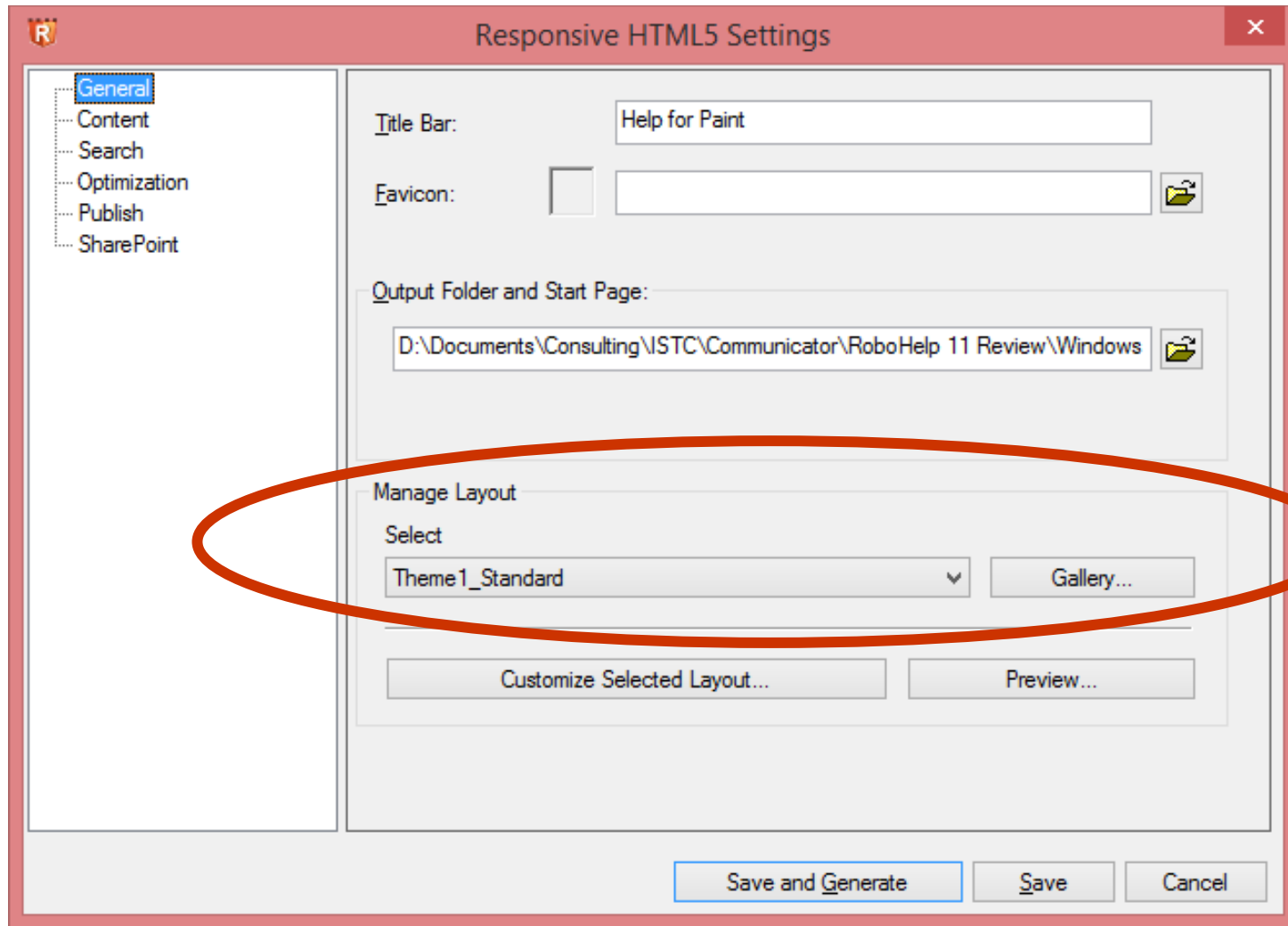
## Screen Layouts



# Editing a Screen Layout



# Setting up the Responsive HTML5 output



# Editing a Responsive Layout

Layout Customization: Theme1\_Standard

Layout Components

- Header
- Function bar
- Global
- Sidebar
- Search
- TOC Desktop
- TOC Mobile/Tablet
- Index Desktop
- Index Mobile/Tablet
- Glossary Desktop
- Glossary Mobile/Tablet
- Title Mobile
- Navigation Mobile/Tablet

Properties

Reset component   Reset property

Background	0079AC
Logo	logo.png
Font	"Arial Black", Arial, sans-serif
Font weight	900
Color	FFFFFF
Hover color	FFFFFF

Logo

The logo used in the layout. Use an image OF 80x80 pixels for best results.

Click on the button to view/edit properties of the component

Logo   Font   Color   Hover color   Background

Font weight

Layout Images Source

Book closed

Search

◀ ▶

Save and Preview   Save   Close

Great  
embedded  
UA

Clickable  
buttons

# Media Queries

Screen Profile Properties (Phone)

Name:

Phone

Type:

Select a predefined screen profile ▼

[Check for new screen profiles](#)

Screen Resolution

Minimum:

Maximum:

Width:

Height:

px

px

900

1200

px

px

Browser(s):

Add...

Delete

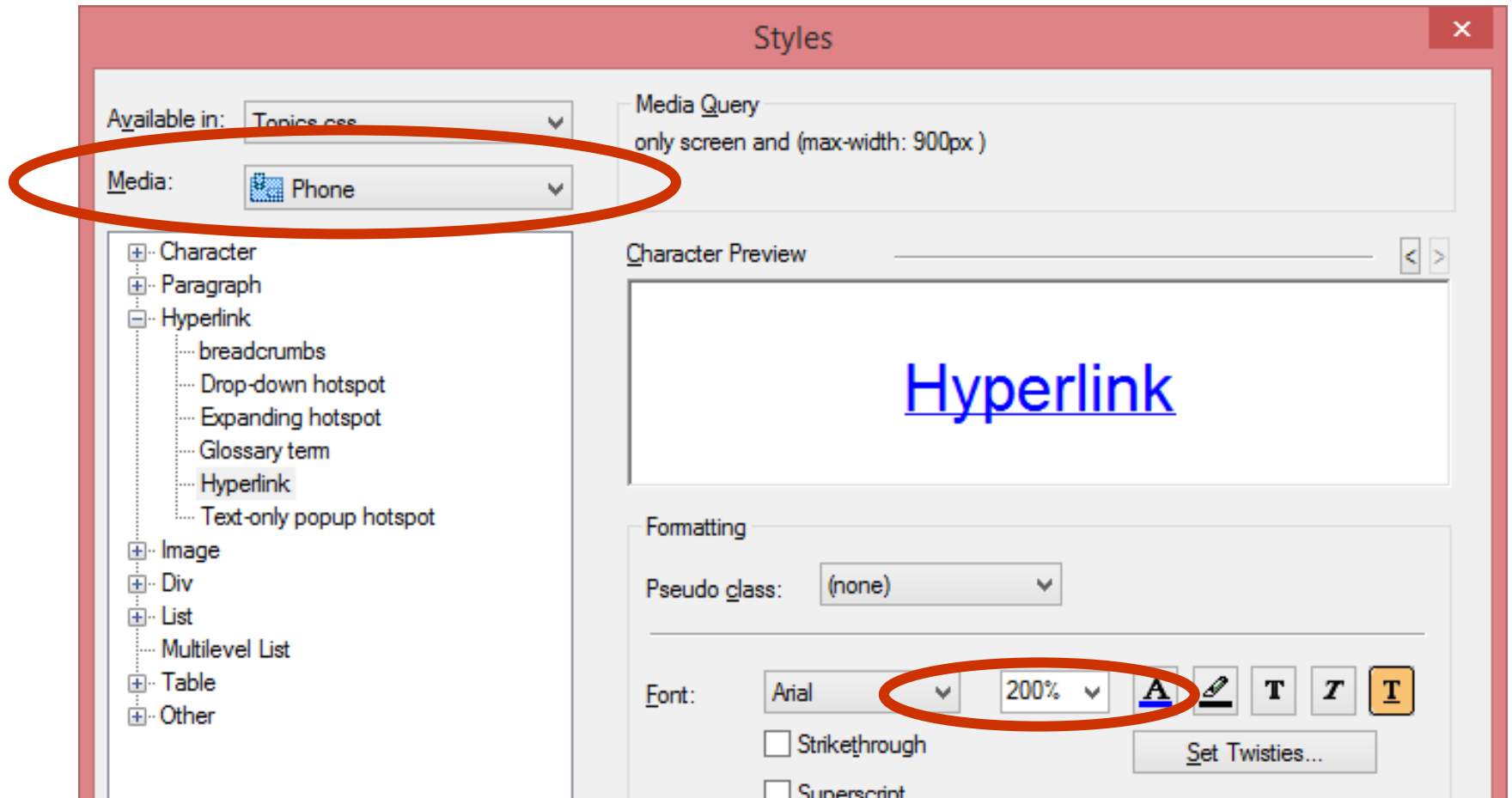
Preview Settings...

Save

Cancel

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# Media Queries





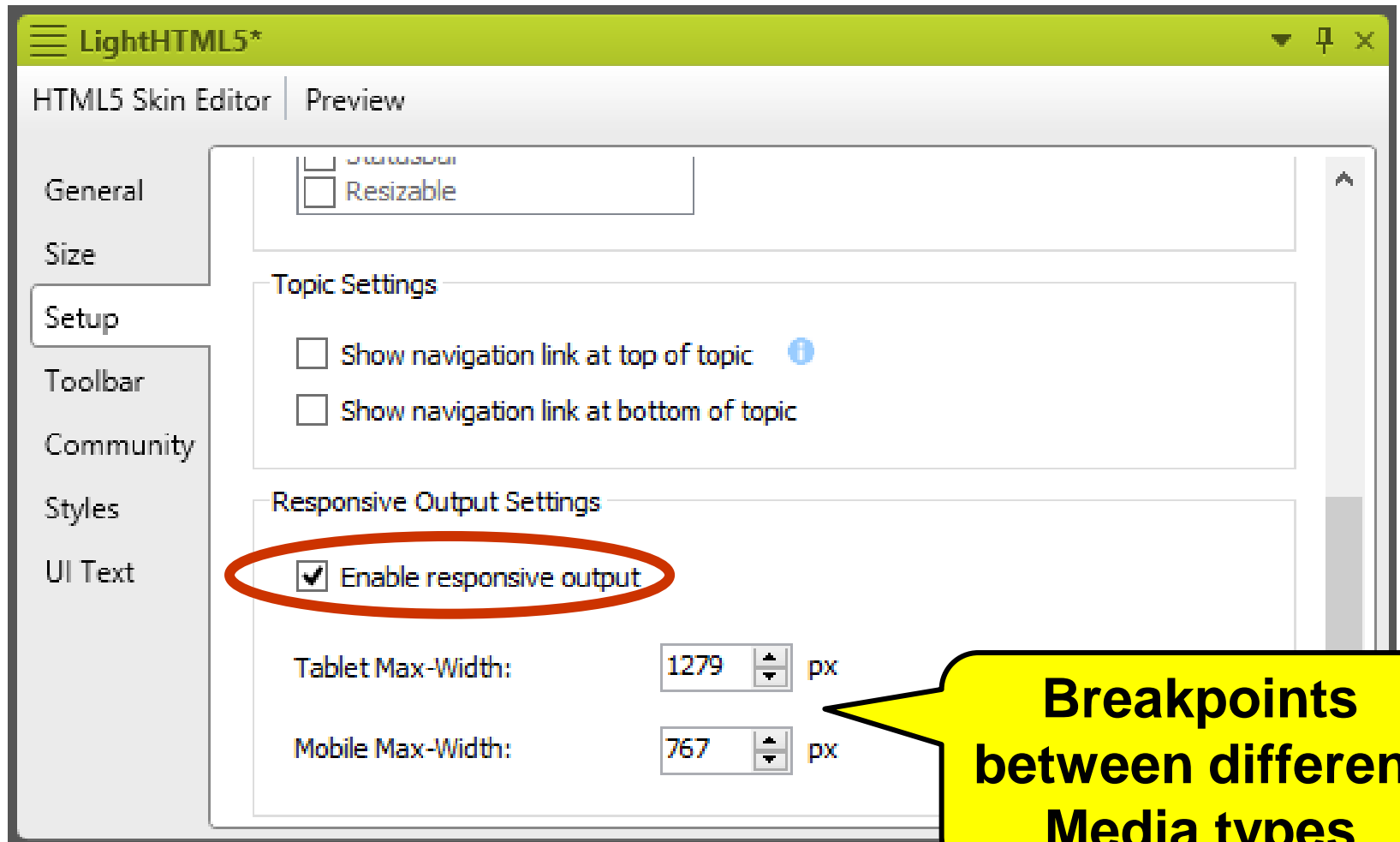
Flare...

# Generating mobile UA from Flare

Publishing options:

- HTML5 (WebHelp 2)
- [ WebHelp Mobile ]
- EPUB

# Enabling responsive output in HTML5 skin



# Editing HTML5 layout (Styles in skin)

The screenshot displays the LightHTML5\* Skin Editor interface. The top bar shows the application name and various tabs: HTML5 Skin Editor, Preview, Web Medium, Tablet Medium, Mobile Medium (selected), Highlight, Add Class, and Delete Class. The left sidebar contains a tree view of the skin's components, including General, Size, Setup, Toolbar, Community, Styles, and UI Text. The main area shows the configuration for the Mobile Medium skin, with a yellow callout box stating: **Styles cascade: Web > Tablet > Mobile**.

The preview area on the right shows the resulting HTML5 layout. It features a header with the Ipswitch WS\_FTP logo, a navigation bar with a hamburger menu and five stars, and a main content area with the title "Introduction". The content includes a paragraph about introducing the company, a list of tasks for describing the general nature of the manual, a sample introduction, and a list of policies and procedures for GenericSoft.

**Styles cascade: Web > Tablet > Mobile**

**Introduction**

Introduce your company, why it has created employees.

After describing the general nature of the manual:

- Summarize the history of its development, updating, and maintenance
- Identify the document owner, if necessary
- List relevant documents. Include cross-references to an appendix, if necessary

Sample introduction:

The purpose of this manual is to outline the policies and procedures for the smooth operation of GenericSoft.

This manual takes precedence if there is a conflict with current practice and procedures.

All employees of GenericSoft are responsible for reading and understanding the policies. These policies have been prepared to define procedures that affect the relationship between the employee and the organization.

For matters covered by these policies, no person, other than [role], is authorized to deviate from these policies and any deviation must be approved in writing.

GenericSoft may change these policies and procedures, in whole or in part, at any time.

GenericSoft retains the right to change, modify, suspend, interpret or cancel in whole or in part any policies of the organization, without advance notice without having to give cause or justification.

Recognition of these rights and prerogatives of the organization is a term and condition of employment and of continue

# Media Queries

- No built-in support in Flare's style sheet editor
- You can manually enter required code, for example:

```
@media only screen and  
max-width: 767px)  
{  
    a { font-size: 200%; }  
}
```

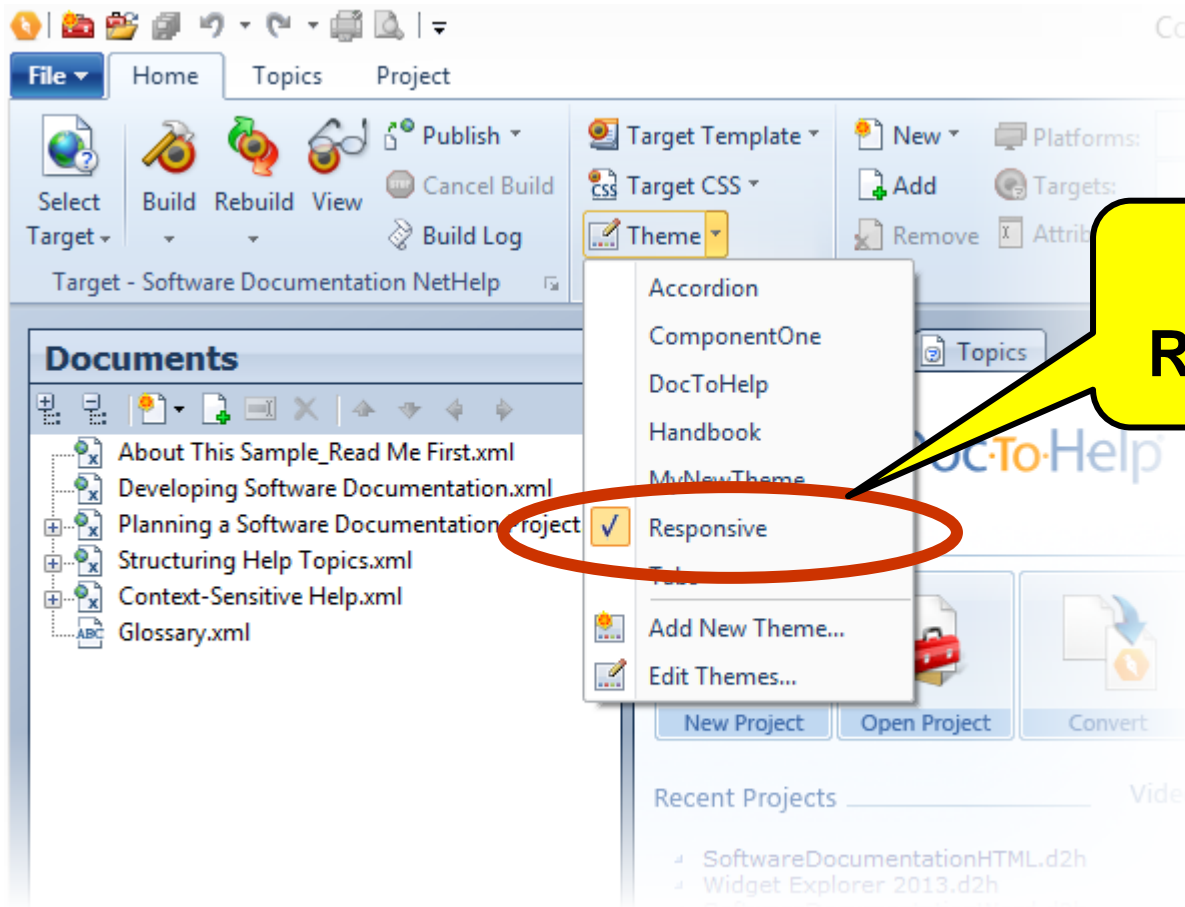
**Doc-To-Help...**

# Generating mobile UA from Doc-To-Help

Publishing options:

- Responsive NetHelp

# Setting up the responsive output



**Select the  
Responsive theme**



# Transforming tables

4 options for presenting tables:

- None

- ColumnToggle

**End-users select  
columns they want  
to see**

- Reflow

**Presented as series  
of two-column tables**

- Auto

# Column Toggle

Columns to display...					
Rank	Movie Title	Year	Rating	Reviews	
1	<a href="#">Citizen Kane</a>	1941	100%	74	<input checked="" type="checkbox"/> Rank
2	<a href="#">Casablanca</a>	1942	97%	64	<input checked="" type="checkbox"/> Year
3	<a href="#">The Godfather</a>	1972	97%	87	<input checked="" type="checkbox"/> Rating
4	<a href="#">Gone with the Wind</a>	1939	96%	87	<input checked="" type="checkbox"/> Reviews
5	<a href="#">Lawrence of Arabia</a>	1962	94%	87	
6	<a href="#">Dr. Strangelove Or How I Learned to Stop Worrying and Love the Bomb</a>	1964	92%	74	
7	<a href="#">The Graduate</a>	1967	91%	122	
8	<a href="#">The Wizard of Oz</a>	1939	90%	72	
9	<a href="#">Singin' in the Rain</a>	1952	89%	85	
10	<a href="#">Inception</a>	2010	84%	78	

# Reflow (width greater than breakpoint)

Rank	Movie Title	Year	Rating	Reviews
1	<a href="#">Citizen Kane</a>	1941	100%	74
2	<a href="#">Casablanca</a>	1942	97%	64
3	<a href="#">The Godfather</a>	1972	97%	87
4	<a href="#">Gone with the Wind</a>	1939	96%	87
5	<a href="#">Lawrence of Arabia</a>	1962	94%	87
6	<a href="#">Dr. Strangelove Or How I Learned to Stop Worrying and Love the Bomb</a>	1964	92%	74
7	<a href="#">The Graduate</a>	1967	91%	122
8	<a href="#">The Wizard of Oz</a>	1939	90%	72
9	<a href="#">Singin' in the Rain</a>	1952	89%	85
10	<a href="#">Inception</a>	2010	84%	78

# Reflow (width less than breakpoint)

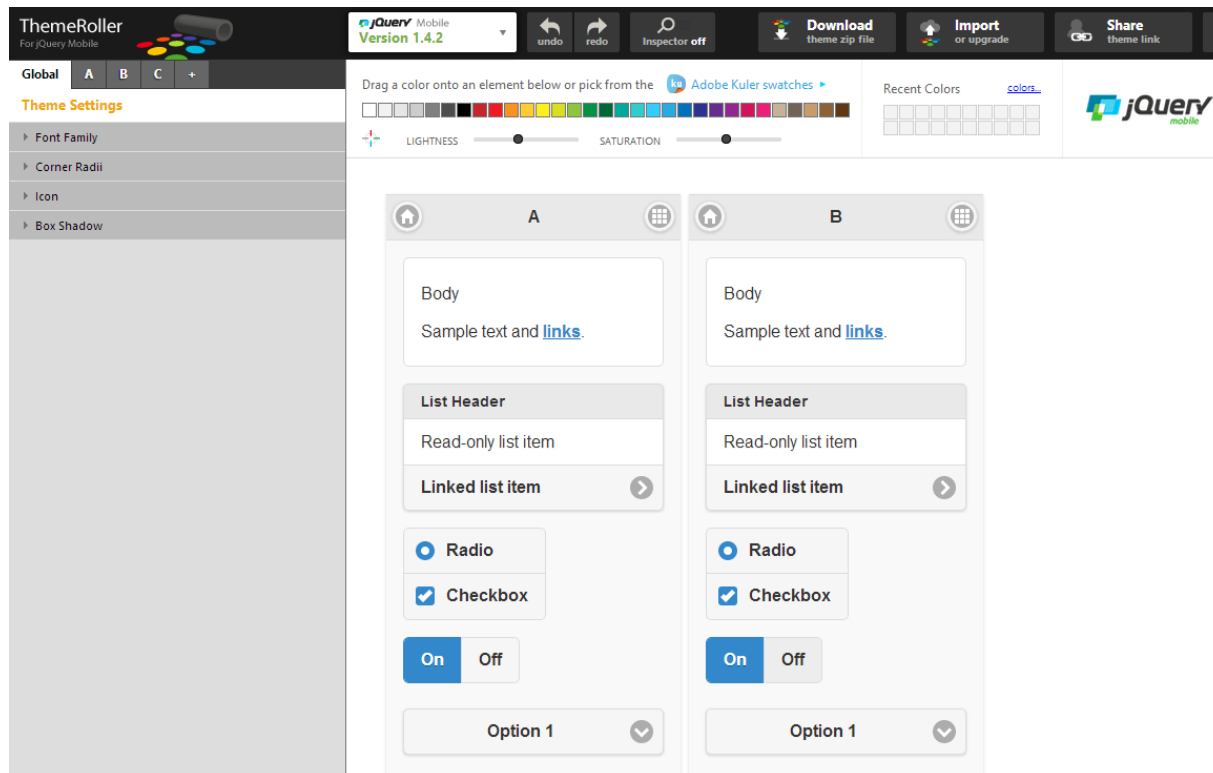
Rank	1
Movie Title	<a href="#">Citizen Kane</a>
Year	1941
Rating	100%
Reviews	74

Rank	2
Movie Title	<a href="#">Casablanca</a>
Year	1942
Rating	97%
Reviews	64

Rank	3
Movie Title	<a href="#">The Godfather</a>
Year	1972
Rating	97%

# Changing the design of the skins

- Use one of the three supplied style sheets
- Creating your own style sheet in the jQuery Mobile Theme Roller



**WebWorks ePublisher...**

# Generating mobile UA from WebWorks ePublisher

Publishing options:

- WebWorks Reverb

# WebWorks Reverb (responsive)

**Google Search  
technology**

**Use commenting and  
feedback based on free  
Disqus platform**

The screenshot displays the WebWorks Reverb website. The browser's address bar shows the URL `www.webworks.com/Documenting%20Templates%20and%20...`. The search bar contains the text "reverb". The left sidebar menu includes the following items: PDF, PDF - XSL-FO, Simple HTML, Sun JavaHelp, WebWorks Help, **WebWorks Reverb** (highlighted), Choosing a Skin in WebWorks Reverb, Choosing the Compact version of a WebWorks Reverb Skin, Complete List of WebWorks Reverb Skins, Previewing WebWorks Reverb, Delivering WebWorks Reverb, and Searching WebWorks Reverb. The main content area features a Disqus comment section with the following elements: a "Comments" tab, a "Sort by Oldest" dropdown, a "Join the discussion..." input field, and three comments. The first comment is by Wayne Kelly, asking "Is Reverb help output HTML5?". The second comment is by mcdow (WebWorks Team), replying "Yes.". The third comment is by Brad L, asking "When I run Reverb locally (as opposed to on a server), I do not see the 'social' features (Facebook link, Google Translate, ...".



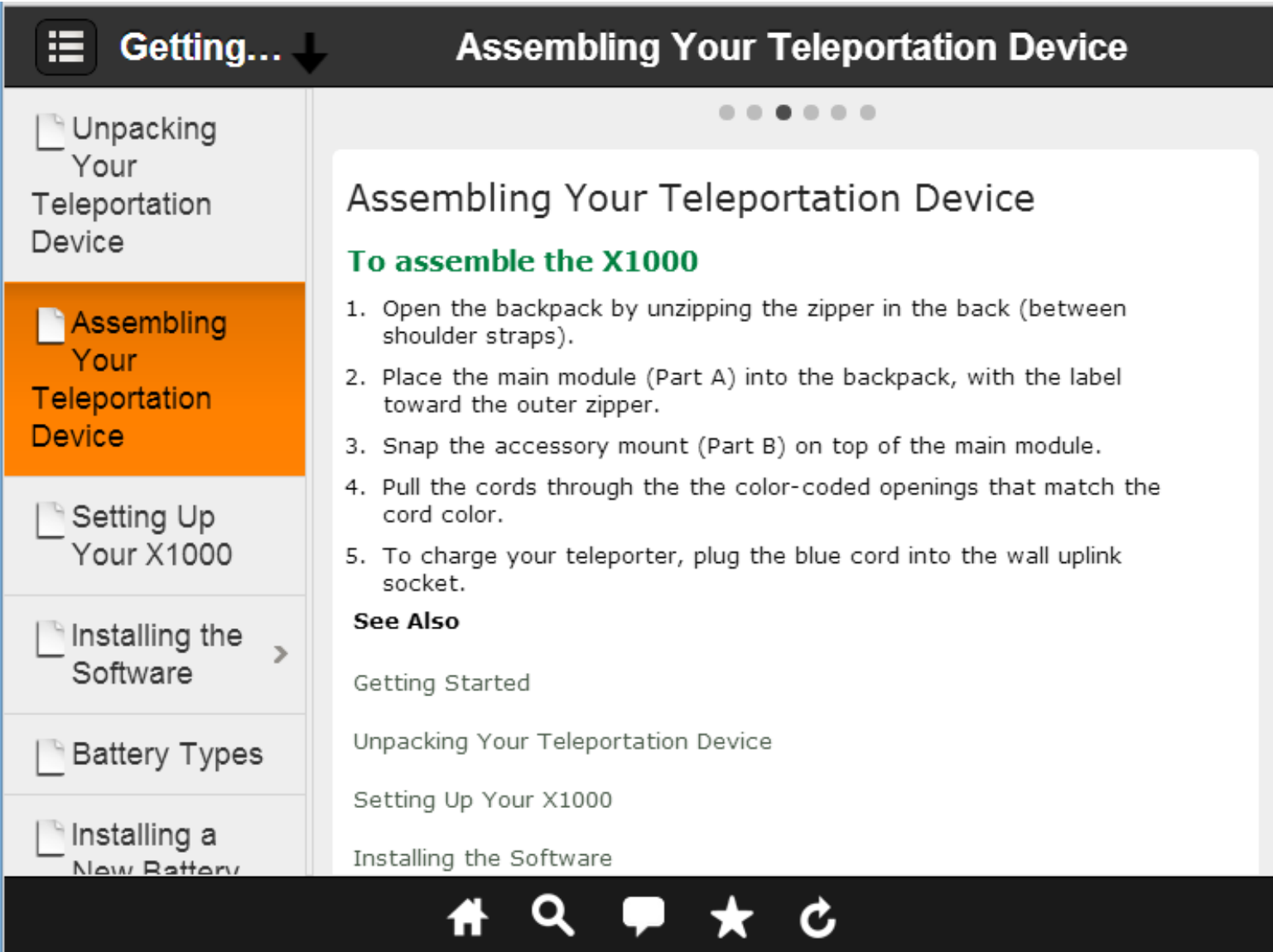


**Author-it...**

# Generating mobile UA from Author-it

Publishing options:

- [ Web Help ]
- TouchHelp



DITA...

# Generating mobile UA from DITA Open Toolkit

## Option 1

- Use the standard XHTML output transforms
- Create a simple transform to convert the XHTML to:
  - EPUB
  - Kindle
  - jQuery Mobile

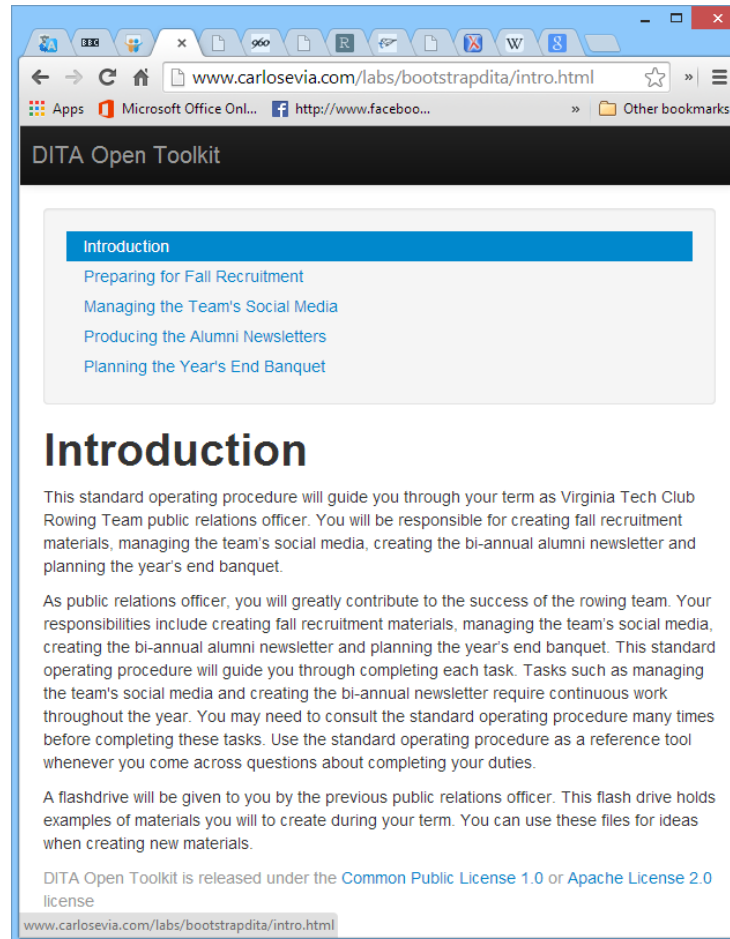
# Generating mobile UA from DITA Open Toolkit

Option 2:

- Use plugins such as:
  - dita4publishers  
(EPUB, Kindle, HTML5)
- SuiteHelp

# Example

- Transform DITA to Jekyll
- Build Jekyll site with a Bootstrap template







# Third party DITA authoring/publishing tools

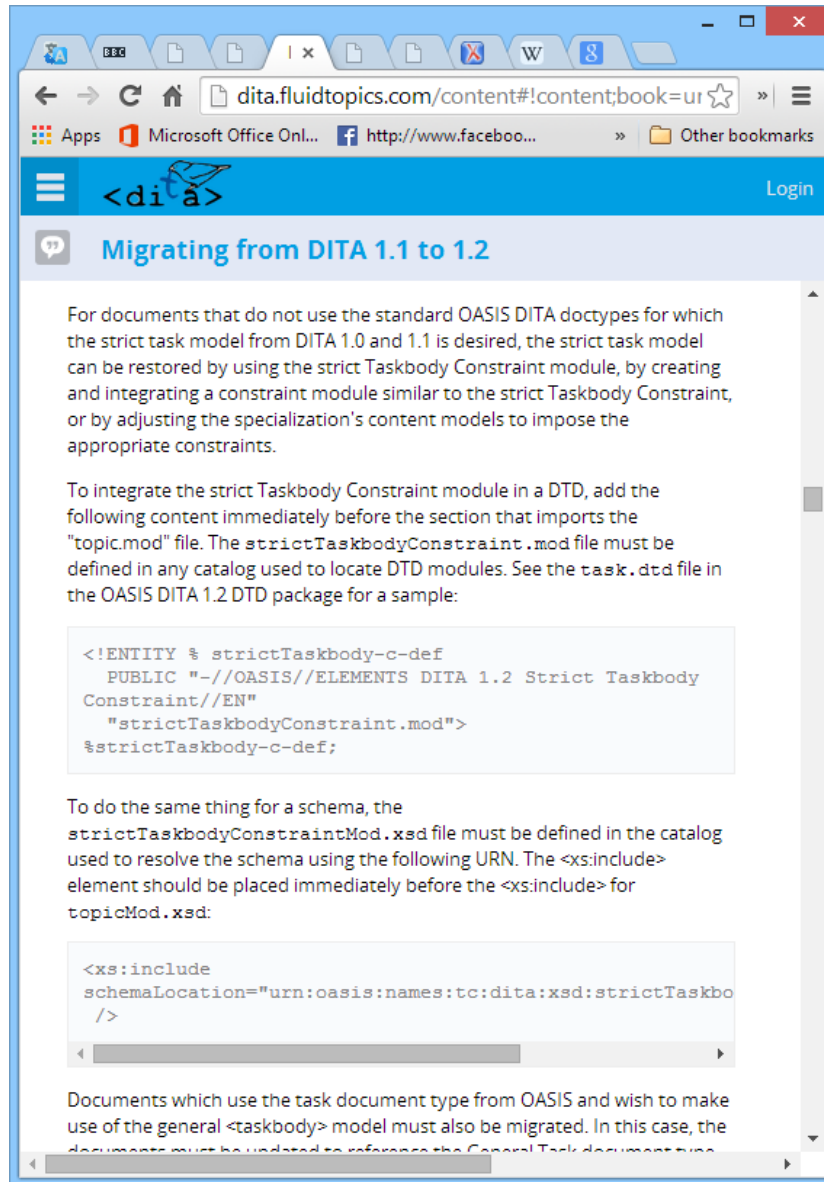
- Oxygen XML Editor's Mobile WebHelp
- Antidot's Fluid Topics



# Oxygen XML Editor's Mobile WebHelp

Growing Flowers		
 Content	 Search	 Index
Introduction		
Care and Preparation		
Flowers by Season		
Glossary		
Copyright		

# ANTIDOT's Fluid Topics



The screenshot shows a web browser window with the address bar displaying `dita.fluidtopics.com/content#!content;book=ur`. The browser's toolbar includes icons for back, forward, and search, as well as a search bar. The page header features the DITA logo and a "Login" link. The main content area is titled "Migrating from DITA 1.1 to 1.2" and contains two paragraphs of text. The first paragraph discusses the strict task model and the strict Taskbody Constraint module. The second paragraph explains how to integrate the strict Taskbody Constraint module in a DTD. Below the text, there is a code block containing XML code for defining the strict Taskbody Constraint module. The code is as follows:

```
<!ENTITY % strictTaskbody-c-def
PUBLIC "-//OASIS//ELEMENTS DITA 1.2 Strict Taskbody
Constraint//EN"
"strictTaskbodyConstraint.mod">
%strictTaskbody-c-def;
```

The code block is highlighted with a light blue background. Below the code block, there is another paragraph of text explaining how to do the same thing for a schema. The text mentions the `strictTaskbodyConstraintMod.xsd` file and the `<xs:include>` element. Below this text, there is another code block containing XML code for including the schema. The code is as follows:

```
<xs:include
schemaLocation="urn:oasis:names:tc:dita:xsd:strictTaskbo
/>
```

The code block is highlighted with a light blue background. Below the code block, there is a final paragraph of text discussing the migration of documents that use the task document type from OASIS.

# Publishing from DITA using a HAT

- DITA -> Flare -> Responsive HTML5
- DITA -> ePubublisher -> WebWorks Reverb

# References and resources

- <http://www.responsinator.com/>
- <http://dita4publishers.sourceforge.net/>
- <http://blog.carlosevia.com/blog/2013/09/13/Bootstrapping-your-DITA/>
- <http://mobiledita.com/>

# Questions?

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