



Avaya GIS Customer Documentation Standards

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Chapter 1: Introduction

This document is the style guide for Avaya Global Information Solutions (GIS) writers. It provides standards and conventions for customer documentation.

Adherence to this document helps GIS move closer to realizing the vision of consistent, useful, and easy-to-read content. It also helps to ensure that our customer documentation is compliant with Section 508 accessibility standards.

Remember that this document is a general style guide for standard customer documentation. This document does not describe writing style conventions for articles. The writing style varies slightly for articles. For example, it is acceptable to occasionally use contractions in articles since they use a more informal writing style than other customer documentation. If you are creating articles for your program, see *GIS Documentation Standard for Articles* (ADMS ID 193342).

Audience

This document is intended for writers and editors of Avaya customer documentation.

All writers who create content for Avaya products and solutions must become familiar with the standards in this document.

Contents

This document contains Avaya-specific rules for:

- Style
- Grammar and usage
- Word choice
- Screenshot usage
- Writing for an international audience

Use the suggestions in this document to ensure that your technical content is clear, concise, and consistent. By implementing these suggestions, you can also better prepare your content for translation.

This document focuses on Avaya documentation conventions and does not provide general information about grammar. For general information about grammatical conventions, refer to a grammar book or online resource.

About this document

This document is based on a review of:

- Avaya technical publications
- The most widely used general reference books for technical publications
- The specific practices of other leading companies in the computer industry and the telecommunications industry

The developers of this document recognize that there is often more than one correct way to treat style, grammar, and related issues. In those cases, the developers chose the simplest and the most effective practices to follow when you write for an international audience.

Change history

The following table summarizes key changes for recent issues of this standard:

Issue	Date	Summary of changes
21	January 2025	• Added HA, NTP, and VDN to Table of acronyms on page 18. • Continued improvements in the Writing conventions chapter, starting from “Capitalization”. • Updated the Word choice chapter to include dialpad on page 140. • Changed the verbiage of the GUI elements, prepositions, and other usage guidelines topic.
20	April 2024	• Working on improvements in the Writing conventions chapter. Updates for the next iteration will start from “Capitalization”. The earlier sections have been updated in this iteration. • Added a new word choice section: interface on page 147. • Updated the following word choice sections: assume on page 135 and turn on or off, shut down, restart on page 164. • Added more information about alt text in the Screenshot usage chapter.

Chapter 2: Writing conventions

This chapter provides information about Avaya style standards. Use this information as a guideline to ensure your content is clear, concise, and consistent. This chapter uses italics to emphasize or highlight key words and important information. The examples provided in this guide are not exhaustive and do not cover all product-specific exceptions.

This style guide does not provide detailed information about every grammatical convention. Consult a grammar book for additional information.

When writing customer documentation, use U.S. English spelling.

Related links

[Related resources](#) on page 181

Organization of this chapter

The key subjects covered in this chapter are organized in alphabetical order. For example, information about acronyms and abbreviations is closer to the beginning of the chapter.

Abbreviations and acronyms

Abbreviations

An abbreviation is a shortened form of a word or phrase. For example, *hi-res* is the abbreviated form of *high resolution*.

This section does not include the abbreviation rules for time, measures, weights, and similar units.

Acronyms

An acronym is formed from the first letters of a group of words. For example, *PIN* is the acronym for *Personal Identification Number*.

Usually, acronyms contain all capital letters, but they can sometimes contain lower case or mixed case letters. Do not invent acronyms.

Examples
Type your <i>Personal Identification Number (PIN)</i> .
<i>Software as a Service (SaaS)</i> is a cloud-based delivery model in which software is centrally hosted and licensed on a subscription basis.

Related links

[Table of acronyms](#) on page 18

[Geographic names](#) on page 37

[Use of numerals with units of time](#) on page 120

[Units of measure](#) on page 122

Guidelines for using abbreviations and acronyms

Use acronyms and abbreviations sparingly. In your documentation, you can introduce acronyms for terms that you intend to repeat frequently. If the acronym is not familiar to your audience, spell it out at the first instance.

You can use well-known abbreviations for country names. For example, US and UK. Do not use periods or spaces when writing US and UK.

Use the acronym or abbreviation instead of the full form if it is more familiar to your audience. For example, do not spell out PDF.

Related links

[Names of countries](#) on page 38

Acronyms at the beginning of a sentence

Do not begin a sentence with an acronym that is unfamiliar to your audience or that you have not yet introduced. You can begin a sentence with an acronym that is in the form of:

- A proper name, such as IBM.
- An industry-standard term, such as XML.

Acronyms as verbs

Do not use acronyms as verbs.

Preferred	Discouraged
Use <i>FTP</i> to send the file to the network manager.	<i>FTP</i> the file to the network manager.

Guidelines for using Latin abbreviations

Avoid using Latin terms. Archaic and uncommon Latin terms are less clear than their plain English counterparts.

Latin terms	Equivalent English expressions	Usage in documentation
ad hoc	unplanned, for a particular occasion	Use <i>ad hoc</i> sparingly. Acceptable usages of ad hoc include <i>ad hoc meeting</i> , <i>ad hoc conferencing</i> , and <i>ad hoc network</i> .
circa	approximately, about Circa is often used with dates to denote approximate timelines.	Do not use circa in documentation. Use the English equivalent <i>approximately</i> .
e.g.	for example, such as	Use the English equivalent.
et al.	and others	List all the terms, or use <i>for example</i> or <i>such as</i> .
etc, et cetera	etcetera, and so on	Do not use etc. You can use the English equivalent <i>and so on</i> sparingly to emphasize that there are additional options you are not listing. For example, this is useful if there are too many options to list or if the available options can vary.
i.e.	that is, in other words	Be as specific as possible. Avoid using i.e. or the English equivalent.
per	for each	Use <i>per</i> sparingly to mean <i>for each</i> . For example, <i>characters per inch</i> or <i>twice per day</i> . Do not use “as per” to mean <i>according to</i> or <i>based on</i> . Do not use “in accordance with” because it is wordy and often unclear.
via	through, by	Although via is common, it is vague and can mean multiple things. Use the appropriate English equivalent instead.
versus, vs	-	Use <i>versus</i> for comparison. In headings, write vs. in lowercase letters. In text, spell out the word as <i>versus</i> .

Periods with abbreviations

In general, do not use periods with acronyms or abbreviations. Use periods with the following abbreviations:

Abbreviation	Notes
in.	This is used for inch. Always use a period at the end of this abbreviation.
no.	This is used for number. Always use a period at the end of this abbreviation.
a.m.	Use a.m. for the morning and p.m. for the afternoon. Using periods is preferred, but it is still acceptable to write this without periods if you do so consistently.
p.m.	

Guidelines for spelling out acronyms

Spell out an acronym the first time you use it in your document, unless the acronym is well-known. Put the acronym in parentheses after the spelled-out form. For example:

Example
Use <i>Enhanced List Application (ELA)</i> to create mailing lists that contain up to 150,000 recipients.

Do not spell out well-known acronyms, such as RAM and TCP/IP. If your document has a glossary, you can include a glossary entry for acronyms.

When you expand or use an acronym, do not repeat a part of the term that one of the letters represents.

Preferred	Discouraged
RTU	RTU unit
LCM	LCM module

Acronyms in headings

If the first use of an acronym occurs in a heading, do not define it in the heading. When possible, rewrite the heading to avoid the use of the acronym. Otherwise, use only the acronym in the heading. Spell out the acronym in the first sentence below the heading.

Example
ACD overview This section provides an overview of the Automatic Call Distribution (ACD) feature. This section defines ACD terminology and describes how the ACD feature processes calls and works with a call management system.

Glossary entries for acronyms

Add a glossary definition in the glossary section of your book for acronyms or terms that the reader might not understand. If you need a glossary entry for an acronym that is not commonly understood, put only the acronym in the glossary title and then spell it out in the definition.

Exception for units of measure, units of time, and standard industry abbreviations

Do not define standard units of measure or units of time in the glossary. Do not define acronyms that are standard within the telecommunications industry or the computer industry. For example, CPU or LED.

Indefinite articles with acronyms

You pronounce some acronyms as a series of letters and others as a word. Use *a* or *an* based on how you pronounce the acronym.

Acronyms that you pronounce as a series of letters	Acronyms that you pronounce as a word
• An LED • A USB port • An IP address • A URL • An FAQ	• An ANSI character set • An ISO requirement • A SCSI device • A DOS prompt • An MPEG file

Plural form of acronyms

To form the plural of an acronym, add a lowercase *s* without an apostrophe. If possible, do not use the plural form of an acronym in the first occurrence.

Examples

- CPUs
- LANs
- URLs
- FAQs

Table of acronyms

The following table includes commonly-used acronyms and guidelines for using them.

Many product-specific terms do not appear in this table. Exclusion of a term does not mean that the term is not acceptable.

Acronym	Expanded form	Usage
ALM	Application Lifecycle Management	Where possible, write <i>lifecycle management</i> .
API	Application Programming Interface	Do not spell out in an administration document or in documentation that is intended for a technical audience. For example, do not spell out <i>API</i> in documentation that is intended for developers.
AT&T	American Telephone & Telegraph	Do not spell out.
CCaaS	Contact Center as a Service	Do not spell out unless your audience is unfamiliar with this term.
CPaaS	Communications Platform as a Service	Do not spell out unless your audience is unfamiliar with this term.
CPU	Central Processing Unit	Do not spell out.
CTI	Computer-Telephony Integration	Only spell out if your audience is unfamiliar with this term. Administrators and technical audiences are generally familiar with this acronym.

Table continues...

Acronym	Expanded form	Usage
DNS	Domain Name System	Do not spell out. This is a common term, especially for administrators and other technical audiences.
DoS	Denial of Service	Spell out unless the acronym is familiar to your audience. Hyphenate the spelled-out term when using it as an adjective, as in <i>denial-of-service attack</i> .
EULA	End User License Agreement	Where possible, write <i>license</i> or <i>license agreement</i> . If you need to use <i>EULA</i> specifically, spell it out at the first instance.
FAQ or FAQs	Frequently Asked Question(s)	Do not spell out. Precede with the indefinite article <i>an</i> .
FTP	File Transfer Protocol	Do not spell out. Use <i>FTP</i> as a noun.
FQDN	Fully Qualified Domain Name	Do not spell out. This is a common term, especially for administrators and other technical audiences.
HA	High Availability	Do not spell out. This is a common term, especially for administrators and other technical audiences.
HTML	Hypertext Markup Language	Do not spell out.
HTTP, HTTPS	Hypertext Transfer Protocol Hypertext Transfer Protocol Secure	Do not spell out. Write <i>http</i> or <i>https</i> in lowercase when used in an internet address or URL.
IM	Instant Message Instant Messaging	<i>IM</i> is a common acronym. Do not spell out unless it is unfamiliar to your audience.
I/O	Input/Output	Do not spell out in an administration document or in documentation that is intended for a technical audience.
IP	Internet Protocol	Do not spell out.
ISDN	Integrated Services Digital Network	Spell out at the first instance if your audience is unfamiliar with this term.
LAN	Local Area Network	Do not spell out.
LDAP	Lightweight Directory Access Protocol	Do not spell out unless your audience is unfamiliar with LDAP or Active Directory.
MAC	Media Access Control	Avoid using MAC as an acronym, unless you are referring to a MAC address. The acronym MAC can be confused with the Mac operating system.
MIS	Management Information Systems	Spell out at the first instance.
NAC	Network Adapter Card	Spell out at the first instance.
NIC	Network Interface Card	Spell out at the first instance.
NTP	Network Time Protocol	Do not spell out. This is a common term, especially for administrators and other technical audiences.

Table continues...

Acronym	Expanded form	Usage
OEM	Original Equipment Manufacturer	Spell out at the first instance if your audience is unfamiliar with this term.
OOM	Out Of Memory	Write <i>out of memory</i> in full or use a similar phrase.
OS	Operating System	In most cases, write <i>operating system</i> in full. You can use the acronym if you are referring to an operating system often or when space is limited in a table or image.
OVA	Open Virtual Appliance	Do not spell out unless your audience is unfamiliar with this term. Administrators and other technical audiences are familiar with OVA files.
PBX	Private Branch Exchange	Do not spell out.
PDF	Portable Document Format	Do not spell out.
PIN	Personal Identification Number	Do not spell out.
PSTN	Public Switched Telephone Network	Do not spell out unless your audience is unfamiliar with this term. The acronym is more common than the full form, especially for technical audiences.
PW	Password	Always spell out.
RAID	Redundant Array of Independent Disks	Do not spell out for technical audiences. The acronym is more common than the full form. Consider defining RAID in a glossary if it is unfamiliar to your audience.
RAM	Random Access Memory	Do not spell out.
RFID	Radio Frequency Identification Radio Frequency ID	Spell out at the first instance.
RTF	Rich Text Format	Do not spell out unless your audience is unfamiliar with this term.
RTP	Real-Time Transport Protocol	Do not spell out. This is a common term, especially for administrators and other technical audiences.
SaaS	Software as a Service	Do not spell out unless your audience is unfamiliar with this term.
SMTP	Simple Mail Transfer Protocol	Do not spell out. This is a common term, especially for administrators and other technical audiences.
SNMP	Simple Network Management Protocol	Do not spell out. This is a common term, especially for administrators and other technical audiences.
SRTP	Secure Real-Time Transport Protocol Secure RTP	Do not spell out. This is a common term, especially for administrators and other technical audiences.
TCP/IP	Transmission Control Protocol/ Internet Protocol	Do not spell out. This is a common term, especially for administrators and other technical audiences.
UCaaS	Unified Communications as a Service	Do not spell out unless your audience is unfamiliar with this term.

Table continues...

Acronym	Expanded form	Usage
UI	User Interface	Write <i>UI</i> or <i>interface</i> . Do not use GUI. If required for clarity, specify what kind of interface you are referring to.
URI	Uniform Resource Identifier	Do not spell out unless the term is unfamiliar to your audience.
URL	Uniform Resource Locator	Do not spell out.
VDN	Vector Directory Number	Do not spell out. This is a common term, especially for administrators and other technical audiences.
VM	Virtual Machine	Spell out at the first instance unless you are referring to a name, such as VMware.
VoIP	Voice over Internet Protocol	Do not spell out. Note that the <i>o</i> in <i>VoIP</i> is lowercase.
WAN	Wide Area Network	Do not spell out unless the term is unfamiliar to your audience.
XML	Extensible Markup Language	Do not spell out.

Related links

[interface](#) on page 147

Accessibility

Accessibility helps to ensure that customer documentation is easy for everyone to use, including people with physical or cognitive disabilities. For example, use text equivalents (alt text) so users that rely on screen readers understand what an image shows even if they cannot see the image.

Related links

[Alt text guidelines](#) on page 170

Tips for accessible writing

Accessible writing is clear, concise, and consistent. Use the following best practices to ensure your writing is accessible:

- Include one idea in each sentence.
- Use short paragraphs instead of large chunks of content. Organizing content under headings can make it easier to read.
- Keep your procedures concise. Overly long procedures can be hard to follow and they can create problems for people with cognitive impairments.
- Consider the needs of your target audience and only include the information they need. For example, in a document for end users, do not include detailed information about administration tasks.

- Use standard steps in a procedure. Only add substeps where they are necessary and add value to the procedure.
- Be cautious with how you use directional text, such as *above*, *below*, *left*, and *right*. The steps and instructions you write should not be reliant on directional text. Some users with cognitive impairments cannot easily understand spatial concepts.
- Be specific when writing instructions. For example, “Click the **File** menu” is much more useful than “Click the menu on the left.” The latter does not specify which menu and it is hard to follow.

Related links

[Paragraphs](#) on page 82

[Procedures](#) on page 88

[Substeps](#) on page 91

[Sentences](#) on page 109

Admonishments, notes, and tips

Admonishments are notes or alerts that are separated from the main body of text. Use notes and other admonishments sparingly because they can disrupt the flow of text and even come across as an afterthought. Carefully consider whether a note or admonishment adds value before adding it.

You can use the following types of notes and alerts:

- Important statement.
- General note or tip.
- Caution, warning, or danger statement.
- Security alert.
- ESD warning.

You can use notes and other admonishments in text and tables. You can add an admonishment in the conceptual information of a task topic. However, avoid using admonishments in steps because they can disrupt the flow of the procedure and make it difficult for users to follow the steps.

General rules for admonishments and notes

As part of an admonishment, describe both the action to take or avoid and the potential result if the reader ignores the admonishment. Try to inform readers about a potential problem before it occurs.

Do not use back-to-back notes or admonishments. You can group the content or use a bulleted list within a note or admonishment to convey multiple points.

Preferred	Discouraged
Complete the following procedure to install an optional 8-port asynchronous circuit card or the respective rear I/O transition card. * Note: Each of the optional 8-port asynchronous circuit cards requires a rear I/O transition card, which you must install in a FIFO order.	Complete the following procedure to install an 8-port asynchronous circuit card or the respective rear I/O transition card. * Note: Each of the optional 8-port asynchronous circuit cards requires a rear I/O transition card. * Note: You must install the rear I/O transition cards in a FIFO order.
! Important: • If you deploy Avaya Workspaces on entry-level servers, the web communications contact type is not supported. • Avaya Workspaces is supported on Resource Profile 2 only.	! Important: If you deploy Avaya Workspaces on entry-level servers, the web communications contact type is not supported. ! Important: Avaya Workspaces is supported on Resource Profile 2 only.

Important statement

Use an Important tag to call attention to situations that can cause serious problems or waste a lot of time unnecessarily.

Example
! Important: If you accidentally delete the entire contact list, you will need to recreate it from scratch.

General note

Use the note-avaya tag in our authoring environment for general notes. You can use a general note sparingly to call attention to supplemental information, such as information that does not fit well into the surrounding text or that only applies in certain circumstances.

You do not want readers to ignore a note. However, only use a general note when the situation you are describing does not have serious consequences. Specifically, do not use notes to call attention to situations that can result in data loss, damage to software or hardware, or harm to personnel. When a situation is serious, use the appropriate admonishment.

Example
As an administrator, you can configure message retention settings. Messages are automatically deleted after the set time. * Note: If you have the free basic license, messages are retained for a maximum of 30 days.

Never include two or more paragraphs formatted as notes without intervening text. You can include lists within notes.

Incorporating information from the note into the surrounding text

Notes that are separate from the text provide more emphasis. However, you are not required to separate a note from the text. You can also incorporate the information into the surrounding text.

Tip

Use a tip to provide techniques, suggestions, or best practices. Information in a tip can include keyboard shortcuts or alternative methods that are not obvious. You can also use tips to help users better understand certain benefits and capabilities of the product.

Example



Tip:

You can either press *4 or *H to perform this function.

Caution statement

Use a caution statement to call attention to situations that can result in:

- Harm to software
- Loss of data
- An interruption in service

Example



Caution:

Perform this procedure after normal business hours. This procedure restarts all links on the interface and can cause a temporary loss of service.

Warning statement

Use a warning statement to call attention to situations that can result in harm to hardware or equipment.

Example



Warning:

Handle ferrites carefully. Ferrites break easily. A broken ferrite is ineffective for EMC control.

Danger statement

Use a danger statement to call attention to situations that can result in injury to personnel.

Example



Danger:

Do not open or remove the chassis covers. This action can cause severe electrical shock.

Security alert

Use a security alert to call attention to situations that can increase the potential for toll fraud or other unauthorized use of a telecommunications system.

Example



Security alert:

Use caution when configuring trunk-to-trunk transfers. This feature poses a security risk and increases the risk of toll fraud.

ESD warning

Use an electrostatic discharge (ESD) warning to call attention to situations that can result in damage to electric components. Where possible, use the first two sentences exactly as they appear in the following example. Add other text if necessary.

Example



Electrostatic alert:

ESD can damage electric circuits. Do not touch electric hardware unless you wear a grounding wrist strap or other static-dissipating device.

Ambiguous language

Ambiguous language is open to or has several possible meanings and interpretations. Ambiguous statements in product documentation can cause serious escalations at a cost to Avaya.

Only document what is supported. Do not document features that are not supported or not recommended.

Avaya recommends

You can introduce ambiguity when you use the expression *Avaya recommends*. Only use *Avaya recommends* if it is important to indicate that you are providing a recommendation. Otherwise, use the imperative form. Avoid positioning a best practice as a recommendation. Overusing *Avaya recommends* can cause unnecessary and costly escalations, especially when important information is buried within a recommendation. If there are consequences to not following a recommendation or best practice, you must inform the user about these consequences. In a situation where a user can perform more than one action, document all options, including the expected consequences, so that the user can make an informed choice.

Preferred	Discouraged
Do not change database names.	<i>Avaya recommends</i> that you do not change database names.

Avoid

Avoid indicates doubt or uncertainty. Use this term judiciously. The word *avoid* does not carry the full importance of: Do not. Where possible, use *do not* for clarity.

Preferred	Discouraged
Do not create a timing loop when administering synchronization references.	<i>Avoid</i> creating a timing loop when administering synchronization references.

Consider

You can use the word *consider* judiciously in best practices and other relevant contexts where the user must make a choice or decision. Otherwise, use the imperative form to prevent confusion.

Preferred	Discouraged
Check your software version before installing new software.	<i>Consider</i> checking your software version before installing new software.

System

Do not write *system* in a generic way. Readers often will not know which system you are referring to. Specify which system or application you are referring to.

Related links

[Passive voice](#) on page 129

Using

Use the word *using* judiciously. The word *using* can be ambiguous and open to interpretation, especially in procedures.

Preferred	Discouraged
To access the CCMA application, use Microsoft Edge in Internet Explorer mode.	You can access the CCMA application in the Microsoft Edge browser using Internet Explorer mode.
Use Solution Deployment Manager to install a software patch.	Install a software patch <i>by using</i> Solution Deployment Manager.

The word *using* is beneficial when it makes a statement more concise without introducing ambiguity.

Preferred	Discouraged
The guidelines for <i>using</i> trademark symbols vary depending on the product.	The guidelines for how to use trademark symbols vary depending on the product.

Want to

The terms *want* or *want to* are often vague and unnecessarily wordy. Only use the word *want* to inform the user about a choice. Use it judiciously.

Preferred	Discouraged
Click Apply to save your changes.	Click Apply if you <i>want to</i> save your changes.

! Important:

To indicate that a step is optional, set the Importance attribute for the step in our authoring environment. Do not write “If you want to” at the beginning of the step.

Example: Using *want* to indicate a choice

To indicate that the user can choose from multiple license options, you can write: “Select the license you want to assign”.

Related links

[want](#) on page 167

Other words that convey uncertainty

Avoid words that are vague or convey uncertainty, such as *generally*, *prescribed*, *imminent*, or *hopeful*.

Anthropomorphism

Attributing human qualities or behavior to inanimate objects is called *anthropomorphism*. Many writers use anthropomorphism unintentionally, especially when the subject of the sentence is a computer system or a piece of hardware or software. In technical documentation, anthropomorphism can lead to ambiguity or result in inaccurate implications. It can also cause problems for translators and readers for whom English is not a native language.

To avoid anthropomorphism, show how a person uses the inanimate object to perform an action. Most unintentional errors with anthropomorphism occur with the following words:

- The verbs *allow*, *let*, *permit*, and *prohibit*.
- The nouns *health* and *sanity*.

Other verbs to avoid when the subject is an inanimate object include *realize*, *suspect*, and *think*.

Related links

[allow](#) on page 133

[behave](#) on page 136

[enable](#) on page 143

[health](#) on page 145

[know](#) on page 148

[sanity](#) on page 159

Suggestions for rephrasing anthropomorphic content

Rephrase anthropomorphic statements if you can do so without changing the technical meaning of the statement. For example, in certain contexts, the concept of a listening port has a specific technical meaning.

In the following table, the Discouraged column shows anthropomorphic statements. The Preferred column provides suggestions for rephrasing them.

Preferred	Discouraged
The Avaya J100 phones <i>enable</i> you to configure speed dial for frequently-called numbers.	The Avaya J100 phones <i>allow</i> you to configure speed dial for frequently-called numbers.
If the server is <i>functioning</i> abnormally, verify the <i>status</i> of the network connection.	If the server is <i>behaving</i> abnormally, verify the <i>health</i> of the network connection.

Appropriate language

Appropriate language ensures that documentation is sensitive to a global audience. The following sections outline ways to maintain appropriate language.

Specifications in this section do not apply to language in software interfaces such as GUIs, screen text, or printouts. Represent language in software interfaces exactly as the term appears in the interface. In the case of egregious deviations from acceptable language, appeal to the software engineers for changes in the interface or submit a change request.

Subjective, emotive, or negative words

Do not use language that:

- Conveys emotion or unnecessary negativity.

An example of an emotive word is *happy*.

- Is subjective and open to interpretation.

For example, a task that is easy for one person might not be easy for others. Therefore, *easy* can be a subjective term.

Preferred	Discouraged
run	execute
stop, cancel, halt	abort, kill
not responding	dying
incorrect, wrong	offending

Table continues...

Preferred	Discouraged
problem, warning sign	panic
After the hardware installation is complete, download the software.	When you are happy with the hardware installation, download the software.

Words that convey uncertainty

Avoid words that are vague or convey uncertainty, such as *generally*, *prescribed*, *imminent*, or *hopeful*.

Avaya LLC

Follow the rules in this section regarding the use of our company name.

Related links

[Trademarks](#) on page 122

Legal name

Avaya LLC is the legal name of our company. Write Avaya with an initial capital letter. Write LLC in all capital letters with no comma or period. Use this form in postal addresses, press releases, copyright notices, disclaimers, and similar contexts.

Do not use *Avaya LLC* in the text of product documentation, marketing materials, and internal communications. Refer to *Avaya* solutions and services instead.

Preferred	Discouraged
Avaya is committed to bringing equal access technology to the marketplace.	Avaya LLC is committed to bringing equal access technology to the marketplace.

Possessive form

Do not use the possessive form of Avaya. Instead, use an *of* phrase or use only the name Avaya.

Preferred	Discouraged
Many Avaya telephones support programmable buttons.	Many of <i>Avaya's</i> telephones support programmable buttons.

Combining with other words

Do not use Avaya in an acronym, unless it is part of an officially-approved name. Do not use Avaya as an element of a made-up word such as *Avayatize*.

Preferred	Discouraged
Contact the Avaya site administrator for assistance with voice devices.	Contact the Avaya Site Administrator (ASA) for assistance with voice devices.

Avaya international regions

Identify the international regional organizations within Avaya as:

- Asia-Pacific (APAC): Spell out at the first instance with the acronym in brackets and then use the acronym only. Do not use A/P or other unofficial acronyms.
- Caribbean and Latin America (CALA): Spell out at the first instance and then use the acronym only.
- Europe, Middle East, and Africa (EMEA): Spell out at the first instance and then use the acronym only.

Capitalization

The rules for capitalization are not the same in all languages. Capitalized words in English might not be capitalized when the words are translated, depending on the target language. Therefore, use capital letters sparingly. In general, do not capitalize a word unless the word is a proper noun. Capitalization style might also vary to conform to the style of a product or application.

When to use initial capital letters

Use an initial capital letter for:	Examples
Almost all words in a document title, except for words such as “the”, “and”, “or”, and “for”.	<i>Using the Avaya J169 and J179 SIP Deskphones</i>
The first word in a chapter title, section title, or other title within your document.	An example of a chapter or section title is: <i>Initial setup</i>
Specific references to an appendix if you are including the associated letter or name. Do not capitalize general references to words such as appendix.	• For more information, see <i>Appendix A</i>, Ordering information. • The last section of this <i>appendix</i> contains maintenance procedures.

Table continues...

Use an initial capital letter for:	Examples
The first word: • In a sentence or step • In alt text or a caption • In a bullet • After a colon  Note: Where possible, rewrite content that begins with a case-sensitive lowercase word. If you cannot rewrite the content, do not capitalize the first word.	• Preferred: The directory <code>var/www/html</code> contains upgrade files. • Discouraged: <code>var/www/html</code> is a directory that contains upgrade files.
Product, application, and feature names.	• <i>Avaya Collaborative Video</i> runs on a Windows-based computer. • You can use <i>Network Call Redirection (NCR)</i> to reroute calls on the public network.
The names of menus, windows, pages, fields, buttons, and other UI elements as appropriate. Ensure that you use the same capitalization convention that is in the UI to prevent confusion for users.	• On the File menu, click Open. • Click Cancel to return to the Date and Time window. • In the Font area, enter the name of the font you want to use.
The names of keys on the computer keyboard. Exception: Use a lowercase letter when instructing the user to type a letter unless the user must type a capital letter.  Tip: Use the <code>userinput</code> tag for the names of keys.	• Press <code>Enter</code>. • Type <code>y</code> or <code>n</code>.
The name of a workgroup, business unit, department, or division.	Human Resources

When not to use initial capital letters

The guidelines in the following table indicate when to use a lowercase letter instead of an initial capital letter:

Do not use a capital letter:	Examples
To emphasize specific words. Instead, use the emphasis tag in our DITA-XML authoring environment.	• Preferred: Do <i>not</i> run other applications on the server. • Discouraged: Do Not run other applications on the server.

Table continues...

Do not use a capital letter:	Examples
For generic references to words such as <i>chapter</i> , <i>appendix</i> , <i>table</i> , and <i>image</i> .	This <i>chapter</i> provides detailed user management procedures.
For references to steps. ! Important: When you add a cross-reference or relationship table link in our authoring environment, the page number is automatically displayed in PDF outputs. Do not manually reference page numbers. The exact page numbers can change anytime you publish a document.	Repeat <i>steps</i> 1 to 8.
For a noun or generic description that follows a name.	• Preferred: IP Office servers • Discouraged: IP Office Servers
For generic job titles.	system administrator customer service representative

Concision

Keep your content brief and to the point. In most situations, concise content is easier for users to follow. However, do not shorten your content if it compromises clarity. Only include the information that is relevant to your target audience.

Unnecessary words

Eliminate redundant or unnecessary words that add no meaning to a sentence.

Preferred	Discouraged
numerous, many	a great number of, a large proportion of
access	gain access to
instead of	as an alternative to
because	because of the fact that
assigns	performs the assignment of

Simple sentences

When writing sentences, follow the pattern of subject, verb, and object. Try to keep the subject and verb close together. Look for interrupters in long sentences, such as *however* and *therefore*. You can often use the interrupter to start a new sentence.

Where possible, avoid repetition. Do not add more sentences than you need.

Preferred	Discouraged
The standby applications do not process contacts. Therefore, you can stop and patch them without shutting down the Contact Center.	The standby applications do not process contacts; therefore, you can stop and patch them without shutting down the Contact Center.
The task pane is grouped into four categories: System Status, Applications, Cluster Configuration, and System Configuration.	The task pane is grouped into four categories. These categories are: System Status, Applications, Cluster Configuration, and System Configuration.

Wordy introductions

Do not add unnecessary introductory phrases that do not improve the flow of your content. For example, avoid starting a sentence with *in order to* or *due to the fact that*.

Avoid writing *that is* or *in other words*. Explain your content clearly the first time.

Preferred	Discouraged
Remove limitations.	There are limitations that must be removed.
A and B can share.	It is possible for A and B to share.
The State column displays the status of the scheduled report. For example, active or inactive.	The State column displays the status of the scheduled report. That is, active or inactive.

Prepositions and conjunctions

Keep prepositions and conjunctions brief.

Preferred	Discouraged
by	on the basis of
because	as a result of the fact
how	the way in which
to	in order to

Consistency

Use consistent terminology across documentation. Consistency is especially important with technical terms so users understand what you are referring to. For example, do not refer to a mouse as a handheld device because this is vague and ambiguous. Similarly, avoid using words that have multiple meanings.

Use words with one meaning

Where possible, use words that have only one meaning. For words with multiple possible interpretations, use the same meaning consistently to prevent confusion. For example, only use the word *command* to refer to a computer command or command prompt.

Preferred	Discouraged
The threshold triggers a <i>series</i> of alarms.	The threshold triggers a <i>string</i> of alarms.
Run the <code>cmd</code> <i>command</i> .	You must have a good <i>command</i> of the Visual Basic programming language.

Use one part of speech

Use terms that work as one part of speech. For example, *contain* and *house* can be synonyms. However, *contain* is preferred because this word can only be used as a verb.

For words that can be used in multiple ways, try to use the word consistently. For example, avoid using the same word as both a noun and verb. The word *display* can be a noun or verb. In documentation, only use *display* as a verb.

Preferred	Discouraged
The cabinet <i>contains</i> the multiplexers.	The cabinet <i>houses</i> the multiplexers.
Workplace Designer <i>displays</i> the property sheet.	You can see the search results on the <i>display</i> .

Use technical terms consistently

Do not use synonyms of technical terms to vary your writing. Sometimes, words that sound like synonyms might have different meanings. For example, problems and inaccuracies are not necessarily the same as errors.

Use the same terminology to refer to products and applications. For example, do not refer to an application or web page as a system.

Preferred	Discouraged
Ensure that you correct all <i>errors</i> . If <i>errors</i> still exist, IP Office continues to display <i>error</i> messages.	Verify that you correct all <i>problems</i> . If <i>inaccuracies</i> still exist, IP Office continues to display <i>error</i> messages.

Contractions

In formal technical documentation, avoid the use of contractions. Some contractions are used in informal technical content, such as articles, but they must be used judiciously and not overused.

Problems with contractions

Contractions can be difficult to read, especially for international audiences and people who are reading quickly. Apostrophes can also be difficult to see on low-resolution screens.

Some contractions include vital words, such as *not*. If readers misread these types of contractions, it can cause problems. Therefore, to ensure that the meaning is clear, write the word out in full.

Cross-references and links

Our authoring environment supports relationship table links and cross-references. Where possible, manage links between topics in relationship tables. Cross-references can cause issues, especially with reused content. However, there are situations where cross-references are useful.

For more information about linking, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Cross-reference usage

Cross-references can be internal or external:

- An internal cross-reference links to another section within the document, such as a procedure or checklist.
- An external cross-reference links to external content, such as a website.

You can use cross-references in the following situations:

- To provide context that would not be clear from a relationship table link. You can add a cross-reference inline if required for clarity.
- In high-level tasks or checklists.
- In Change history topics.
- To provide a reference to an external target, such as a website.

Best practices for cross-references and other external references

Cross-references in headings

Do not use a cross-reference or link in a heading or title.

Internal cross-references

Ensure that cross-references within documents are active hyperlinks, not static text. Use a phrase such as “For more information about <xyz>, see” to introduce a cross-reference. Never write the names of sections manually because this often results in a poor user experience and it unnecessarily increases maintenance work for you and other writers. Links and relationship tables enable the user to easily navigate to the section.

Preferred	Discouraged
For more information about when to use cross-references, see Cross-reference usage on page 35.	For more information on when to use cross-references, see the “Cross-reference usage” topic.

To prevent errors in our authoring environment, avoid adding links within a topic. For example, do not add a link to a table or to steps within the current topic. You can use *the following* to introduce upcoming content within the topic, such as a table, image, or list. The content you are introducing should come immediately after your current text to prevent confusion.

Example
<i>The following</i> table provides capacity information:

External links

When referencing a third-party website, include the domain URL. Do not link to specific pages because the website navigation could change.

Preferred	Discouraged
For information about installing Microsoft Office products, see the Microsoft website at http://www.microsoft.com .	For information about installing Microsoft Office articles, see the article https://support.microsoft.com/en-us/office/download-and-install-or-reinstall-microsoft-365-or-office-2021-on-a-pc-or-mac-4414eaaf-0478-48be-9c42-23adc4716658 .

References to other documents

When referencing another document, conref the title of the document from the common document titles topic for your program. Ensure that the document title is in the cite tag. Do not refer to specific chapters, sections, or pages in other documents.

Preferred	Discouraged
For more information about supported upgrade scenarios, see <i>Avaya Call Management System Overview and Specification</i> .	For more information, see the “Supported upgrade scenarios” section in chapter 3 “Interoperability” in the document <i>Avaya Call Management System Overview and Specification</i> .

Related links

[Capitalization](#) on page 44

Dates

The formats for dates vary around the world. To avoid confusion, use the standard US alphanumeric format.

How to format the date

Within text, use the format *Month date, year*. Do not abbreviate the month unless you need to save space in a table or image.

Example
July 10, 2024

If your interface uses a different format, such as 07/10/2024, do not change the format when providing examples or explaining what the interface shows.

Do not use ordinal numbers in dates

Do not use ordinal numbers to indicate dates.

Preferred	Discouraged
October 15	October 15th

Gender bias

Gender-related bias makes unnecessary references to the masculine or feminine sex. Use gender-neutral language. For example, when describing a job type, you can use *sales representative* instead of *salesman*. Some job titles use the masculine form as a gender-neutral form. For example, *actor* can be used to describe male and female actors.

Use the second person (you) to address your audience directly. If you need to use third person, do not write *he or she*. To avoid repetition, use *they* as a gender-neutral term.

Preferred	Discouraged
After your administrator configures the settings, they can assign permissions.	After your administrator configures the settings, he or she can assign permissions.
Users can choose computers according to their needs.	The user can choose a computer according to his or her needs.
Log in using your password.	The user logs in using his or her password.

Related links

[Pronouns](#) on page 94

Discouraged alternatives

Do not use the following alternatives to the masculine form:

- Do not use a slash to indicate a choice. Joining words with a slash tells the reader that the words are related, but does not say how.
- Do not use unconventional constructions such as *s/he*. This can be confusing for readers.

Preferred	Discouraged
• Press 1 to speak to an agent. • The caller can press 1 to speak to an agent. • When the caller presses 1, they can speak to an agent.	• When the caller presses 1, he/she can speak to an agent. • When the caller presses 1, s/he can speak to an agent.

Geographic names

You can use well-known abbreviations and acronyms for the names of countries, states, and other geographic entities. For example, US, UK, and EU.

Related links

[Guidelines for using abbreviations and acronyms](#) on page 15

Names of American states

In standard text, write the full names of American cities and states. You can use well-known abbreviations, such as NYC, but do not invent abbreviations.

Abbreviations for mailing addresses

When providing a mailing address, use the two-letter abbreviations that the US postal service specifies for use with zip codes. If required, you can use these official abbreviations in a table or image with limited space. The following table shows the abbreviations for mailing addresses:

AL	AK	AR	AZ	CA	CO	CT	DC	DE	FL	GA	HI	ID	IL
IN	IA	KS	KY	LA	MA	MD	ME	MI	MN	MO	MS	MT	NC
ND	NE	NH	NJ	NM	NV	NY	OH	OK	OR	PA	RI	SC	SD
TN	TX	UT	VA	VT	WA	WI	WV	WY					

Names of countries

Do not invent acronyms and abbreviations that are not well-known. In most cases, write country names in full.

Headings

The words *heading* and *title* are used interchangeably. Use the following best practices for titles within a document:

- Do not use an article as the first word of a chapter title, topic title, or other heading.
- Do not add an empty heading followed by a topic with the same title. For example, do not start a chapter with the heading *<Product> overview* followed by a topic with the title *<Product> overview*. Instead, remove the topichead in the chapter map and start the chapter with a concept topic.

Note that capitalization conventions vary for document titles and titles within the document. Titles within the document include chapter titles, topic titles, section titles, and so on.

Heading levels and nesting

When creating topics, pay attention to where you place them in your document. Avoid nesting topics under each other and creating unnecessary heading levels. A simple chapter should only have two heading levels. Avoid redundant hierarchy levels. For more complex content, you can add up to three heading levels.

Only add a third heading level if it helps to show how topics relate to each other. If the content would be clear without a third heading level, do not include the extra level. Do not add a third heading level for only one topic. Avoid using more than three heading levels. If you have too many heading levels, the document becomes harder for people to navigate.

You should also avoid adding a separate overview topic right after a chapter title. Instead, start the chapter with a concept topic and put your overview information in the top-level topic for the chapter.

The following example shows the preferred method of structuring topics:

Preferred	Discouraged
• H1: Firmware management - H2: Activating a firmware package - H2: Updating the path to a firmware package - H2: Deactivating a firmware package	• H1: Firmware management - H2: Firmware management overview - H2: Activating a firmware package • H3: Updating the path to a firmware package - H2: Deactivating a firmware package

The Discouraged column in the above example has a redundant overview topic and an unnecessary heading level.

Verb forms

Ensure that task topic titles begin with a gerund. For most other topic types, do not include a verb in the title. The following exceptions apply:

- The top-level concept topic in a chapter can start with a gerund.
- Other topic titles can include a gerund if the title would be long-winded or convoluted without it.

Preferred	Discouraged
Connecting an external mouse	How to connect an external mouse
Assigning and changing users	Assign and change users
Assigning and deleting extensions	Assignment and deletion of extensions

Ambiguity

A topic title should give you a clear idea of what the content is about. Add additional words where required for clarification. For example, if your topic is related to routing, it is helpful to clarify what type of routing in the title.

Preferred	Discouraged
IP routing protocols	Routing protocols

Capitalization in headings

For document titles, use an initial capital letter for almost every word, except for words such as “the”, “and”, “or”, and “for”.

For all other titles or headings in a document, only capitalize the first letter of the first word and proper nouns. The following table shows examples of chapter and topic titles:

Preferred	Discouraged
Initial setup	Initial Setup
Configuration checklist	Configuration Checklist
Installing the System Manager certificate	Installing the System Manager Certificate

Exception for case-sensitive words

If the first word of a title is a case-sensitive lowercase word, rewrite the title. If you cannot rewrite the title, do not capitalize the first word.

Related links

[When to use initial capital letters](#) on page 30

Content

Readers tend to skim the table of contents and headings to find information. They do not read documents cover to cover. Therefore, your headings must be descriptive enough for readers to find the information they are looking for.

While it is important for headings to be descriptive, ensure that they are also concise. An ideal title gives the reader an idea of what the content is about so they can decide if it is relevant to them.

Preferred	Discouraged
Considerations for managing users	Things to consider
Call center administration	About administration

Singular vs. plural forms

Use the singular form unless plural is required for accuracy. For example, if your procedure involves adding one user at a time, the title should use the singular form. Use the plural form in the title if the procedure involves adding multiple users at a time.

Additional examples
Formatting the software image
Restoring backed-up files
Installation prerequisites

Punctuation in headings

Do not add a period at the end of a heading. You can hyphenate words as normal. Avoid brackets or other types of punctuation in headings. The exception is if the heading contains a command or file name that requires periods or other types of punctuation.

Related links

[Punctuation](#) on page 96

Trademarks in headings

Some product names contain trademarks. If you are not sure about the requirements for your product name, check with your product manager.

Ensure that your product names are added to the common DITA Product names topic. There is also a common Applications topic for application names. Reuse product and application names in topic titles and throughout your content. Note that you cannot add conrefs in topicheads.

For more information about using product and application names, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Images

The information in this section applies to all images, including screenshots. Do not use an article as the first word in alt text, image callouts, or titles.

Table titles and figure (image) titles are optional. Use table titles and figure titles throughout your documentation or do not use them at all. Be consistent across your documentation.

If you choose to use figure titles and table titles, they can introduce unnecessary redundancy. For example, if your topic title is Solution architecture, writing “Solution architecture diagram” in a figure title is redundant.

Introducing images in text

Use the following guidelines to introduce images in text:

- In general, introduce or otherwise mention images in the preceding text. You do not need to introduce inline icon images.
- Place the image immediately after you introduce it in the text if possible.
- Use *shows* to refer to images.

Example
The following image shows the proper placement of components:

Related links

[Icon](#) on page 51

Image clarity

Ensure that your images are clearly visible in the document. For larger images, set the placement to *break*. Inline icon images should be sized so you can clearly see the icon, but ensure that it does not affect the alignment of the line or step.

Keep images as simple as possible. Show only the following:

- Partial views when appropriate.
- As much detail as the reader needs.

Alt text for images

Include alt text for all types of images. The following is a summary of guidelines for writing alt text:

- Capitalize the first letter of the first word unless it is case-sensitive.
- Keep alt text short and descriptive.
- Unless the alt text uses a complete sentence, do not add a period at the end.

Related links

[Alt text guidelines](#) on page 170

Screenshots

Screenshots can help users understand complex information. They are also useful for navigation. Do not use screenshots for simple steps.

Related links

[Screenshot usage](#) on page 169

Indexes

You can add up to two index levels in each topic. Ensure that your index terms start with a lowercase letter unless you are referring to a name. When adding index terms, think about what key words people might search for. Do not simply repeat the topic title in the index term.

Even though indexes seem outdated, they are still important. Indexing affects search, so even if people are not looking at the index directly, the index terms you add play a role in ensuring that people can find the content they need.

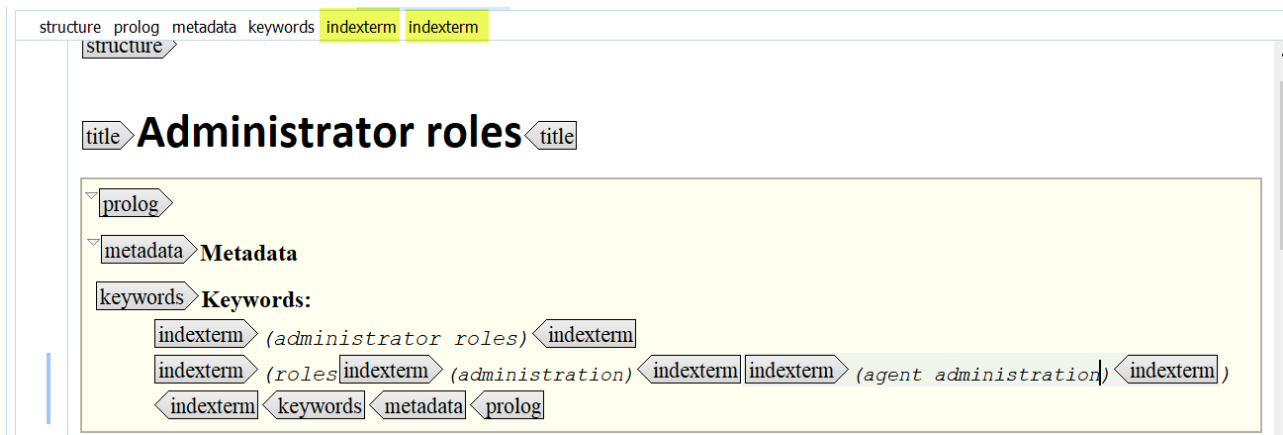
For more indexing guidelines and tips, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Indexes in Documentation Center content

Even though the index is not displayed directly on the Documentation Center, it still affects search functionality. If you define useful key words as index terms, it will make it easier for people to find content on the Documentation Center.

Content of an index

You can include up to two index levels: The primary is the first level and the secondary is the second level index entry. You can add a second-level index term tag within the main index term tag. If you place your cursor within an index term entry in your topic, you will see what level it is at to ensure you do not include more than two levels.



Think of index entries as keywords that tell the reader what kind of information is covered. For example, your index entry can include a few keywords indicating what a procedure is about. You can also include other key UI terms that people might want to search for.

To build a good index, you must know your audience. Determine what concepts, topics, and tasks your readers are most likely to look up, and ensure that you have entries for these items. Add index entries for important information that is relevant to your audience. Do not create a random list of words and phrases. The function of an index is not the same as a full-text search.

Topics that do not need index entries

Most topics should include index entries, but a few topics do not need them. For example, do not include index entries in the Purpose topic in the Introduction chapter. The legal page also does not need an index entry.

Repetition of index terms

Include as many logical keywords as you can think of in your index entries so people can more easily find what they are looking for. You can also invert the words you add and include index entries for each. In the following examples, a comma indicates the second-level index-term:

Examples
• administrator passwords • passwords, administrator
• keyboard mapping • mapping, keyboard

Do not invert adjective-noun compounds that need to go together to make sense. For example, do not invert *hunt group* or *circuit cards*.

Using words vs. phrases

Index entries can be single words or phrases. Do not add a phrase to spell out an acronym. Arrange entries with phrases so the most important words come first. Do not put a generic verb first. Put the subject that the topic describes first.

Preferred	Discouraged
auto-dial buttons, programming	programming auto-dial buttons
automated attendants, configuring	configuring automated attendants
hardware support, obtaining	obtaining hardware support

Capitalization

Use lowercase letters for index terms, unless it is a proper noun, acronym, capitalized abbreviation, or otherwise case sensitive. If a trademarked product name uses all capital letters, follow the same convention in index entries.

Examples
ACD administration
ASCII names

Indexing nouns

Where possible, use the plural form of nouns in your index. If the plural is not applicable or is misleading, you must use the singular form. In the examples in this section, the comma represents the second index level.

Preferred	Discouraged
files, copying	file, copying
VDN assignments, changing	VDN assignment, changing

When to use the singular form

Use the singular form to refer to a unique entity. For example, if there is only one administration portal, do not use plural for it. Similarly, if you can only delete one user at a time, it is misleading to use the plural *users*.

Examples
administration portal
mobile app
operating system, Android

Indexing verbs

Use gerunds for verbs. Gerunds are the *-ing* form of verbs.

Preferred	Discouraged
transferring calls calls, transferring	transference of calls transfer calls calls, transfer of
assigning extensions extensions, assigning	extension assignment assignment of extensions extensions, assignment of

Including articles

Do not include articles, such as *a*, *an*, or *the*.

Preferred	Discouraged
IP address	the IP address

Indexing abbreviations and acronyms

In the index, do not spell out the full form of an acronym followed by the acronym in brackets. In most cases, just use the acronym in the index. You can use the longer form of an abbreviation if it is more common.

Preferred	Discouraged
CPU	central processing unit (CPU)
TCP/IP	Transmission Control Protocol/Internet Protocol (TCP/IP)

Common errors in indexing

Avoid the following common errors:

- Do not copy the topic title. Add keywords in the index.
- Do not start an index-term with a capital letter, unless it is a proper noun, product name, or acronym.
- Do not introduce new terminology in the index.

Interface elements, prepositions, and other usage guidelines

The following sections provide usage guidelines for UI elements. A reference table is available if you need a high-level overview and examples. You can also find more detailed UI element descriptions and information about commonly-used verbs. For example, you can learn about when and how to use the verb *select*. Guidelines and examples of common prepositions are also available.

UI element descriptions

Use the reference table or the subsequent detailed sections for information about documenting UI elements. The examples in these sections are not exhaustive. Your product might use UI elements that are not described.

Reference table

The following table provides quick reference information for a subset of commonly-used UI elements and related content:

Element	Common usage	Examples
Button on page 47	Use with the following verbs: • <i>Click</i> for desktop applications. • <i>Tap</i> for mobile applications. If you need an input-neutral term, you can use <i>select</i> , but <i>click</i> and <i>tap</i> are the most common.	• Desktop: Click OK. • Mobile: Tap OK.
Check box on page 48	Use with the following verbs: • <i>Select</i> to mean enabling the check box. • <i>Clear</i> to mean disabling the check box.	• Select the Format check box. • Clear the Scope and Type check boxes.
Dialog box or notification on page 52	Use the preposition <i>in</i> for a dialog box. In most cases, do not include the word <i>pop-up</i> to describe a window, dialog box, or notification.	In the confirmation dialog box, click Yes to confirm.

Table continues...

Element	Common usage	Examples
Drop-down menu or list on page 48	Use a list to select an option. A menu is navigational. The items in a menu are usually clickable. You can use the preposition <i>from</i> for a list or menu. Use the word <i>drop-down</i> as an adjective where required for clarity. Do not use <i>drop-down</i> to describe a menu in a simple navigation pane or a clearly-marked list on a page or window with few other elements.	Select an audio device from the Output Devices list.
Field on page 50	Use with the preposition <i>in</i>. When the user can both type and select an option, use the verb <i>enter</i>. If the user can only type in the field, use the verb <i>type</i>.	• In the Search field, enter the name of a colleague. • In the Port field, type the port number.
Switch on page 54	Use with the verb <i>enable</i> or <i>disable</i> to mean turning the switch on or off. If the name of the switch starts with Enable, use the verb <i>toggle on</i>.	Toggle on the Enable A.I. noise removal switch.
Tab on page 55	In most cases, use the preposition <i>on</i>. You can use <i>from</i> to indicate a starting point. Use the wintitle tag for tab names unless instructing the user to click the tab.	• On the Meetings tab, set your default meeting settings. • Click the General tab.
Window on page 168	Use the preposition <i>on</i> when first accessing a window.	On the User Preferences window, click the Notifications tab.

Related links

[UI prepositions](#) on page 59

Button**Description and usage**

Click a button to perform an action. A button generally contains text.

Do not write *the* and *button*.

Image

Examples
Click OK .
Click Cancel .

+ Tip:

When writing documentation for mobile devices, use *tap* instead of *click*.

Check box

Description and usage

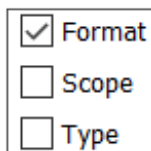
A box that you:

- *Select* to turn on an option.
- *Clear* to turn off an option.

You can generally select more than one check box.

Write *check box* as two words.

Image



Examples
Select the Format check box.
Clear the Type check box.
Select the appropriate check boxes.

Related links

[Select and clear for check boxes](#) on page 58

Drop-down menu or list

Description

A drop-down list typically has an arrow that you click to see the list of available options. Select the appropriate option from the list. Unlike a drop-down list, a menu is a navigational element.

Usage

Always hyphenate *drop-down* and use it as an adjective where required for clarity. Do not use this word as a verb.

For clarity, use *drop-down* as an adjective in the following situations:

- To describe an unlabeled menu. In this case, including *drop-down* as an adjective can help the user to easily identify the menu you are describing, especially in a crowded interface.
- To identify a drop-down list on a page or window with multiple different types of elements.

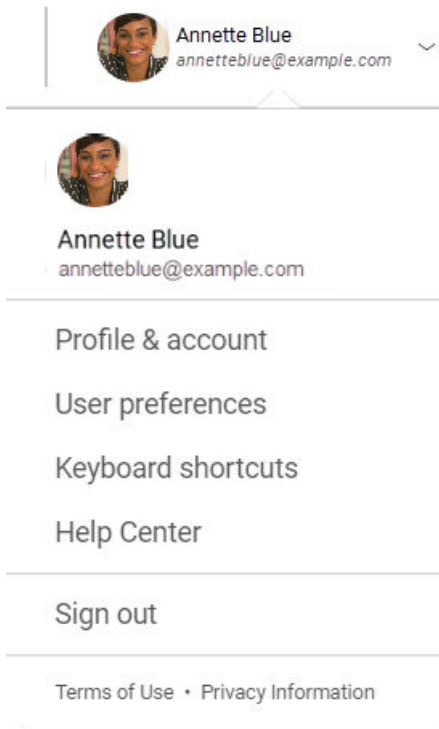
- To identify a drop-down list that is not clearly marked with an arrow in the UI. For example, if the list looks like a field or text box, explicitly indicating that it is a drop-down list will help the user understand how to use the element.

You do *not* need to include *drop-down* in the following situations:

- To describe a menu in a simple navigation pane. For example, when describing the menus at the top of an application.
- To describe a clearly-marked list that is easy to see in the interface.

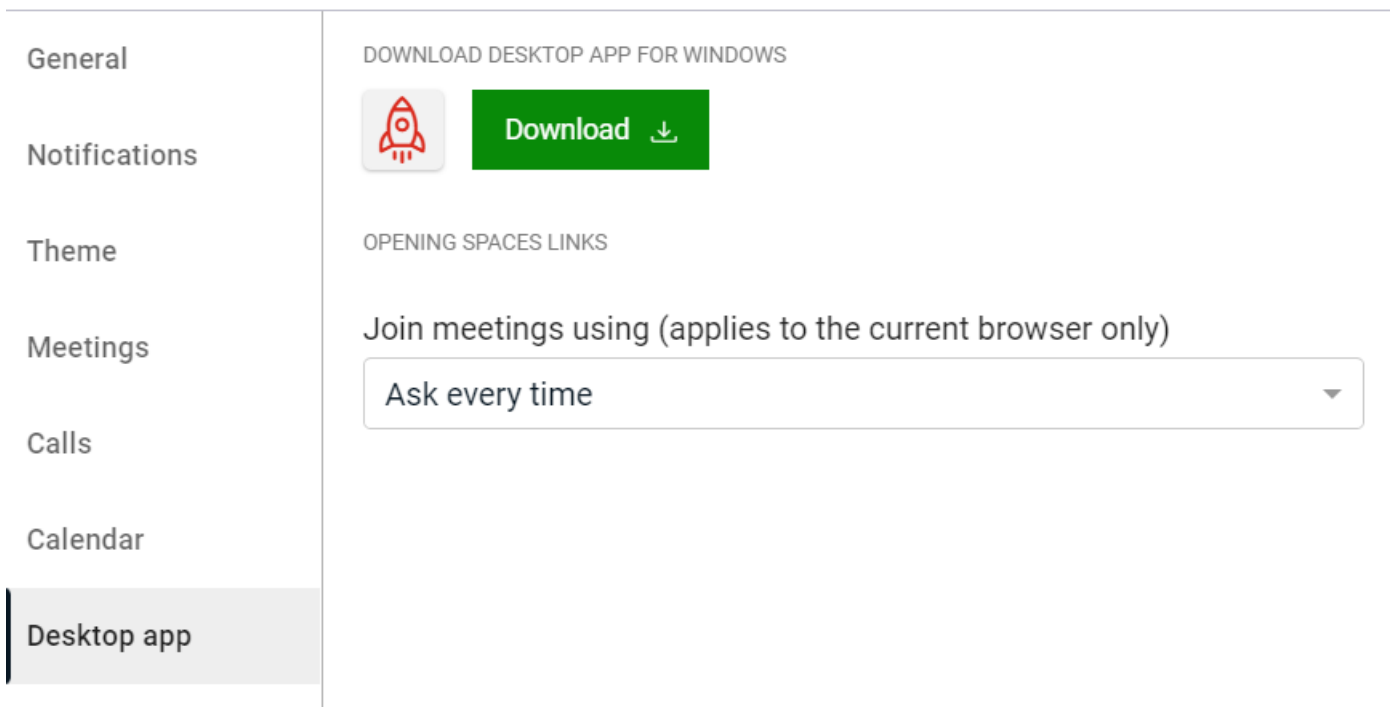
Images

The following is an example of an unlabeled menu:



You see your profile name next to the menu, but the menu does not have a name or title in the UI. Describe this as a drop-down menu to help the user identify it.

The following image shows a window with simple content and few options:



On the Desktop app tab, the list is clearly marked with an arrow, so do not include the adjective *drop-down*.

Examples
From the drop-down menu with your profile name, click User preferences .
Select one of the following options from the Join meetings using list:
• Ask every time • Web browser • Desktop app
On the File menu, click New to create a new document.

Related links

[list](#) on page 149

[menu](#) on page 151

Field

Description and usage

A field is an element where you enter a value.

In most situations, use *the* and *field*. Adding the label is especially important with a complex interface or when the user is working with a page or window that has different types of elements.

You can omit the label in the following types of situations:

- When the user is completing multiple fields in a row, you can instruct the user to complete the following fields and then list the field names without repeating *the* and *field*.
- When the user is filling out self-explanatory information, you can simplify the step to describe the action without reiterating the name of the field.
- When describing a simple login page where the fields are obvious. In this case, the user will know where to enter their username and password.

Image

Examples
Type a name in the Search field.
Complete the following fields:
• Port • System ID • Subnet • Domain • IP Address
Enter your email address.
Enter your username and password.

Icon

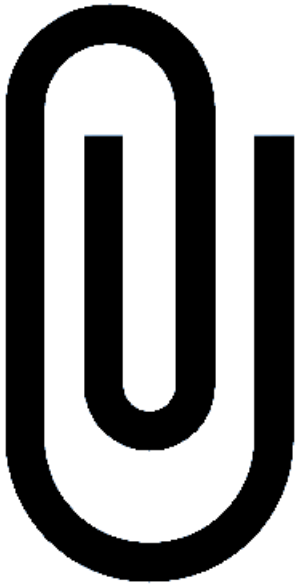
Description and usage

In many user interfaces, you click icon images to perform actions.

Remember to include alt text in images. Show the icon image in steps in your documentation. Set the image height, so the step is displayed properly in the output.

Avoid writing *the* and *icon* in steps.

Example



Click to attach a file.

+ Tip:
When writing documentation for mobile devices, use *tap* instead of *click*.

Dialog box or notification

A *dialog box* is the small rectangular box that you use to confirm an action. A *notification* is an informational message that the UI displays.

You do not need to use the word *pop-up* to describe a *dialog box*, *notification*, or *window*. This adjective is usually redundant.

You can use *pop-up* if the interface you are describing uses this word. For example, when describing a web browser that uses the term *pop-up*, do the same in your documentation to prevent confusion.

Preferred	Discouraged
A confirmation dialog box is displayed.	A confirmation dialog box pops up.
Use the incoming call notification to answer the call.	Use the incoming call pop-up toast to answer the call.
The application displays the following message: Do you want to migrate your local contacts?	The application displays the following pop-up: Do you want to migrate your local contacts?
Click Pop-ups and redirects to change the default pop-up settings in your Google Chrome browser.	Click Pop-ups and redirects to manage notifications and windows in your Google Chrome browser.

Related links

[area vs. section in a GUI](#) on page 134

[dialog box](#) on page 140

[notification](#) on page 152

[pane](#) on page 155

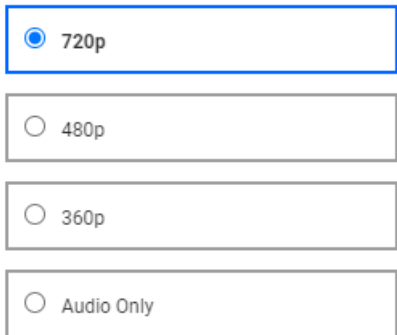
[window](#) on page 168

Radio button

Description and usage

A radio button is a circular button that you click to select an option from a list.

Image



Examples

Select one of the following resolution options:

- 720p
- 480p
- 360p
- **Audio Only**

If you select **Audio Only**, video calls are disabled.

Slider

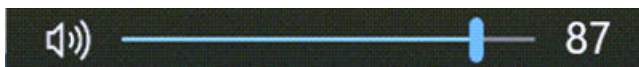
Description and usage

A slider is an indicator that you move up or down or from side to side to set a value in a range, such as speed, brightness, or volume.

If the function of the slider is obvious, describe the user action without providing detailed instructions about how to move the slider. For example, a volume slider is self-explanatory for users. If the use of the slider is not obvious, explain how to move the slider to configure the setting.

Images

Volume slider example image:



Color slider example image:



Examples
Use the slider to control the volume.
Move the color slider up or down to change the shade.

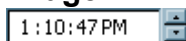
Spin box

Description and usage

A spin box contains up and down arrows that you click to move through a set of values. You can also type a valid value in the box.

For any UI elements where you can either type a value or choose it from a list, use *enter* to describe the action. Most users are not familiar with the term *spin box*. You can refer to this element as a field or describe the user action.

Image



Examples
Enter the time or use the arrows to modify it.
In the Time field, modify the time.

Switch

Description and usage

A switch is a toggle that you can move to the left or right to enable or disable an option.

Use the terms *enable* or *disable* to mean turning the switch on or off. If the name of the switch starts with **Enable** or **Disable**, use *toggle on* or *toggle off* to prevent redundancy and confusion.

Image



Preferred	Discouraged
Enable the Play sound switch to receive sound alerts for notifications and incoming calls.	• Enable the Play sound toggle to receive sound alerts for notifications and incoming calls. • Toggle the Play sound toggle switch to receive sound alerts for notifications and incoming calls.
Toggle on the Enable noise removal switch.	Enable the Enable noise removal switch.

Tab

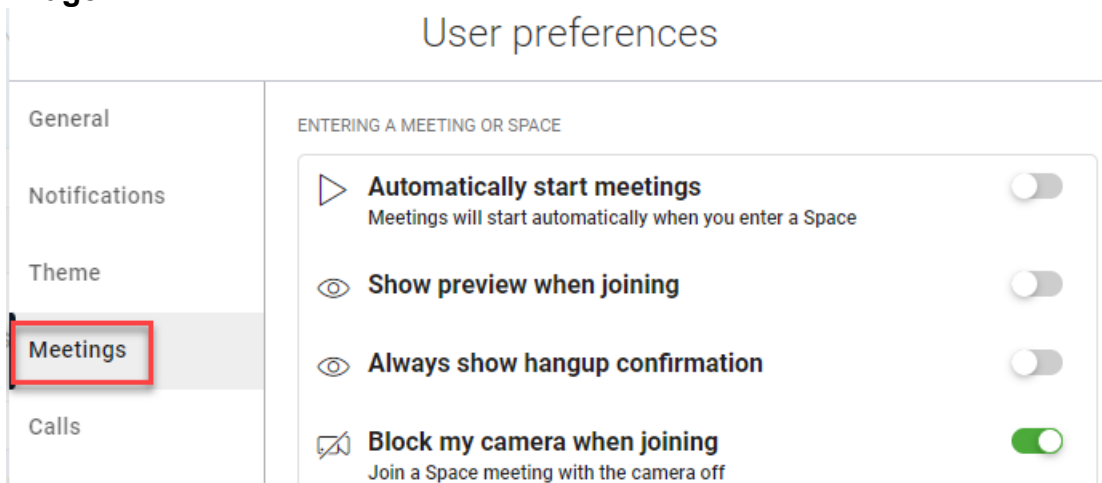
Description and usage

Many navigation panes require you to click a tab to manage settings. After you click the tab, the application displays the content you must complete. Tabs can be displayed vertically or horizontally, depending on the interface.

Tip:

In our authoring environment, use the wintitle tag for tab names in most cases. When instructing the user to click a tab, use uicontrol.

Image



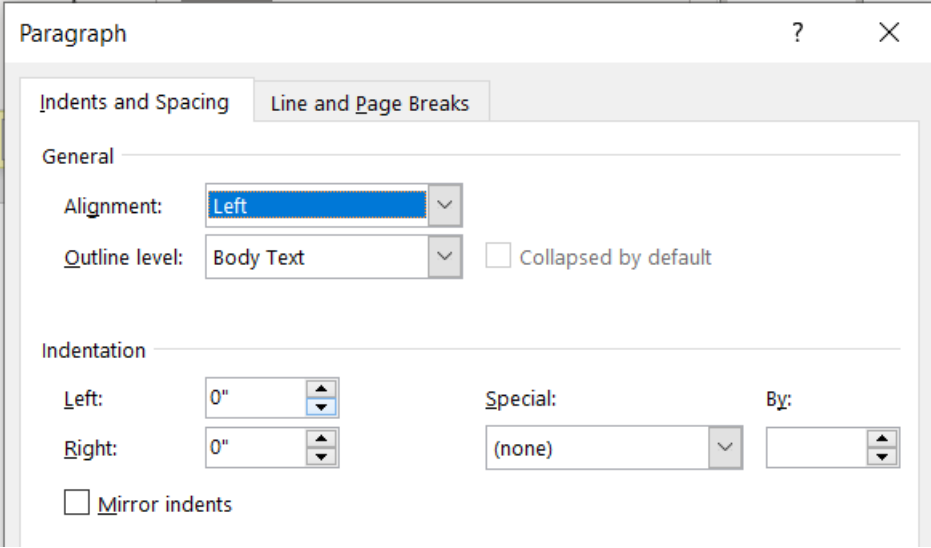
Examples
On the Meetings tab, set your default meeting settings.
Click the Meetings tab.
On the User Preferences window, click the Meetings tab.

Title

Description

A title is the name of an element, such as a dialog box, window, or page. Some elements do not have a name. In this case, use lowercase letters to describe the element.

Image



Examples
Use the Paragraph window to change the formatting.
Change the formatting in the Paragraph window.
On the User Preferences window, click the Meetings tab.

UI element nouns

UI nouns include element names and the type of element. For example, a field or a tab is a type of element in the UI. In the phrase "**Search** field," the name of the field is **Search**.

Types of elements

In most situations, reference the element type unless the reader will not understand what you are describing. For example, most users are not familiar with terms such as *combo box*, *spin box*, and *group box*. Therefore, describe these elements generically in a way users will understand.

Preferred	Discouraged
In the Customer Information area, enter your first name, last name, and user ID.	In the Customer Information group box, enter your first name, last name, and user ID.
Enter the time or use the arrows to modify it.	In the Time spin box, modify the time.

Refer to a button by the label only unless additional clarification is required. If the interface displays an icon image with no text, include the image in procedures and other documentation content. Ensure that you include alt text for images.

Preferred	Discouraged
Click Cancel .	Click the Cancel button.
Click  to attach a file.	Click the paperclip icon to attach a file.

Titles

UI elements, such as fields and tabs, have names. Windows and pages often also have names or titles. When writing an element name or title, follow the capitalization style in the interface. Remember to use the `wintitle` tag for the names of dialog boxes, windows, and pages.

UI verbs

This section includes guidelines for using the following verbs to describe UI elements:

- Click
- Enter
- Expand and collapse
- Select for text and as an input-neutral verb
- Select and clear for check boxes

These verbs are frequently used in documentation, but they are not the only verbs you will need to use. For example, *click* is for actions that you perform with a mouse. If you are describing a mobile device, use *tap* or a similar verb to describe the action.

Related links

[Terminology examples for desktop and mobile devices](#) on page 60

Click

Use *click* when instructing users to use a mouse to perform an action, such as clicking a button. In general, use *click* for procedures performed on a computer.

* Note:

Use *click* to mean *left-click*. When the user must click the right mouse button, use *right-click*.

Preferred	Discouraged
On the File menu, click Save .	On the File menu, left-click Save .
For more information, click Help .	Click on Help for more information. For more information, click Help with the left mouse button.

Enter

Use *enter* when users can either type a value or select it from a list. You can also use *enter* when instructing a user to type an input in a command line interface. When instructing the user to execute a command, use *run*.

Preferred	Discouraged
In the Time field, enter the time.	In the Time field, type or select the time.

Table continues...

Preferred	Discouraged
Enter the email address of the assignee.	Type or select the email address of the assignee.
Run the <code>su - root</code> command to log in as a root user.	To log in as a root user, type the command <code>su - root</code> .
At the command prompt, enter <code>y</code> to proceed.	At the command prompt, enter the <code>y</code> letter and press <code>Enter</code> and then proceed.

Expand and collapse

Some UI items, such as the items in a navigation pane, have a plus (+) or minus (-) sign next to them. You click the plus sign to *expand* or open a folder or other object. You click the minus sign to *collapse* or close a folder or other object that is already expanded.

Examples
When you expand System Parameters , the navigation pane displays a list of system parameter options.
When you collapse Extensions , the list of extensions is hidden.
In the navigation pane, expand the System > Memory folders.
Click the item that you want to expand or collapse.

Select

Use *select* to mean highlighting text or objects that will be copied or moved. Do not use *pick* as a synonym for *select*.

You can also use *select* to avoid input-specific verbs, such as click, tap, and swipe. Use *select* as an input-neutral verb when describing multiple interfaces, such as desktop and mobile interfaces. This is an alternative to writing multiple procedures.

Select and clear for check boxes

Use *select* when instructing users to choose an option from a check box.

Preferred	Discouraged
Select the Spaces check box.	• Tick the Spaces check box. • Check the Spaces check box. • Choose the Spaces check box.

Use *clear* when instructing users to remove the check mark from a check box.

Preferred	Discouraged
Clear the Bookmarks check box.	• Deselect the Bookmarks check box. • Disable the Bookmarks check box. • Uncheck the Bookmarks check box.

UI prepositions

The following are general guidelines for common prepositions:

- Use *at* when referring to a location or link. Only describe the location of a UI element if required for clarity.
- Use *on* when opening a window, page, or tab for the first time in the procedure.
- Use *in* when you are already navigating through the content in the UI. For example, if you return to a window multiple times during a procedure, use *in* after the first reference to the window. Ensure that you also use *in* with elements such as fields and dialog boxes.
- Use *from* to indicate a starting point, origin, or range. You can also use *from* for connections from one location to another. A UI element, such as a list or area, can be the starting point from which you perform an action.
- Use *between* to indicate range. Depending on the context and phrasing, either use *from* or *between* for range. In most cases, *between* works well in sentences with *and*, while *from* works well in sentences with *to*.

More than one preposition might be appropriate depending on the context. When in doubt, consult with a colleague or the editor.

See the following table for common usage examples:

Usage scenario	Prepositions	Examples
Application, interface	In, On	• Configure the options <i>in</i> the application. • <i>On</i> the web interface or desktop application, you can invite up to 100 people at a time.
Area	From	<i>From</i> the Accounts area, click your company name.
Connection point	From	• Create trusted SIP entity links on System Manager <i>from</i> each Avaya Aura® Web Gateway node to Session Manager. • Traffic flows <i>from</i> the enterprise network to Avaya Cloud.
Desktop	On	Click Start <i>on</i> your desktop.
Dialog box	In	• <i>In</i> the confirmation dialog box, click Yes to replace the file. • <i>In</i> the File Download dialog box, click Save to save the file.
Field	In	<i>In</i> the Server field, enter the IP address or FQDN of the secondary server.
List	From	Select an assignee <i>from</i> the list.
Location	At, On	• <i>At</i> the top-right corner of the screen, click Settings. • The add-in opens <i>on</i> the right side of the screen.

Table continues...

Usage scenario	Prepositions	Examples
Menu	From, On	• <i>From</i> the drop-down menu with your profile name, click User preferences. • <i>On</i> the File menu, click New.
Network	On	The computer is <i>on</i> a public network.
Origin	From	You can find this information in the response <i>from</i> your identity provider.
Operating system	On	The Share audio option is available <i>on</i> Windows but not <i>on</i> Mac.
Page, webpage	On	Update the options <i>on</i> the Call Features Editing page.
Range	From, Between	• The interval ranges <i>from</i> 10 to 36,000 seconds. • Enter a value <i>between</i> 5 and 40.
Screen	On	Click anywhere <i>on</i> the screen.
Status change	From	The color changes <i>from</i> green to red.
Tab	On, From (as a starting point)	• <i>On</i> the Security tab, click Change Password. • <i>From</i> the Settings tab in the Admin Area, you can manage company configuration settings.
URL	At	You can view a description of Avaya products and services <i>at</i> www.avaya.com .
Web console, administration portal	On	<i>On</i> the System Manager web console, click Server Management .
Website	On	The latest version of the software is available <i>on</i> the Avaya Support website.
Window	On	<i>On</i> the Device Settings window, select your microphone and camera.

Related links

[of vs. for](#) on page 153

Terminology examples for desktop and mobile devices

The following table provides terminology examples for desktop and mobile applications. It also provides input-neutral examples for common content.

+ Tip:

If the content is similar for desktop and mobiles devices, you can include information about both in the same topic. Otherwise, document each device separately.

Action	Desktop	Mobile devices	Multiple operating systems
Scroll	Scroll through the License Agreement page.	N/A	Scroll through the License Agreement page.
Right-click OR Press and Hold	Right-click the message you want to edit.	Press and hold the message you want to edit.	Define the action, not the UI. For example: Edit the message.
Click OR Tap	Click Save .	Tap Save .	Select Save .
Drag	To attach a file, drag the file to the spotlight.	To attach a file, drag the file to the spotlight.	To attach a file, drag the file to the spotlight.
Swipe	N/A	Swipe right. Swipe left.	Define the action, not the UI.
Hover	To view additional details, hover over the message.	Define the action on the mobile device. For example, you might need to tap or press and hold the item.	Define the action, not the UI. If you need to provide more information, use choices to explain what to do on each device.

Jargon

Jargon is the specialized or technical language of a trade, a profession, or a group. This section defines jargon and provides guidelines for using jargon in an acceptable manner.

Acceptable jargon

New words are necessary to describe new technology. Jargon is useful and acceptable when you write for a technically proficient audience who understands it. Jargon that describes telecommunications and computing equipment, operations, and concepts requires no explanation for a technical audience. When you write about a new product or service, define the new terms at the first reference. If the terms require additional explanation, you can include them in the glossary if applicable for your document. Note that short documents, such as articles and quick reference guides, generally do not contain a glossary.

Preferred	Discouraged
If the program stops responding, or <i>hangs</i> , restart your computer.	If the program hangs, restart your computer.
Communication servers must use the same flow-control or <i>handshake</i> method.	Communication servers must use the same <i>handshake</i> method.

Unacceptable jargon

Jargon is unacceptable when it:

- Replaces a more familiar term. For example, do not use *voice terminal* to mean telephone.
- Is familiar to only a small segment of the audience. For example, *master branch* might not be clear to someone who does not work in an IT or high tech environment.
- Obscures rather than clarifies meaning. For example, using *sanity* to mean verification or testing could confuse readers.

Jargon vs. slang

The difference between jargon and slang is not always clear. Usually, slang is more informal and consists of established words to which new and often unrelated meanings are assigned. *Always* replace slang with a standard technical term. To avoid the use of slang:

- Do not invent new words to help you explain concepts. For example, do not use *Avayatize* to indicate the look-and-feel of Avaya products or branding.
- Do not assign a nonstandard or a figurative meaning to an existing word. For example, using *bridge* to indicate a conferencing system.

When you assign new or unfamiliar meanings to established words, the result is usually slang. Unlike jargon, slang is unacceptable. You cannot be sure that your readers will understand slang in the way that you intend. Slang makes your content vague, ambiguous, and difficult to translate properly. Slang is also quickly outdated, and then becomes even more obscure. Replace slang with established terms or specific information.

Preferred	Discouraged
With VoIP software, Avaya communication applications provide seamless scaling capabilities.	The VoIP software <i>killer apps</i> provide <i>wicked</i> scaling.

Keys

This section describes how to represent the keys on a computer keyboard and telephone keypad.

Important:

Write the name of a key as you see it on your keyboard. In our authoring environment, use the `<userinput>` tag for key names.

Typography for names of keys

Capitalize the name of keys on a keyboard.

When you instruct the user to *press* a key, use a capital letter for the key name. When instructing the user to *type* a letter, use a lowercase letter unless the user must type a capital letter.

+ Tip:

If the user can only type something, use the word *type*. Use *enter* as an input-neutral verb if the user can either type or select an option.

Examples
Press <code>Enter</code> .
Type <code>y</code> .

Function keys

For function keys, show the function of the key in parentheses after the key name. Write the name of the function with an initial capital letter.

Example
Press <code>F3</code> (Save).

Key combinations and sequences

Use the key name and a plus sign (+) to indicate a series of keys that the user must press simultaneously.

Examples
Press <code>Ctrl + Alt + Delete</code> to open Task Manager.
Press <code>Shift + Tab</code> to select a value from the list.

Keys on the telephone keypad

Spell out star (*) and pound (#), and include the symbols in parentheses.

Example
Dial the access code and press pound (#).
Press star (*) and <code>D</code> on the telephone keypad.

Lists

The rules in this section apply to vertical lists. Vertical lists are lists that are separated typographically from the introductory sentences. Vertical lists make content easier to read because vertical lists are easier for readers to scan than horizontal lists.

Related links

[Capitalization](#) on page 30

Using lists

Use a vertical list for all but the shortest and the simplest of any series of related items.

With a list	Without a list
Pager dialing sequences can include up to 20 characters. Valid entries include: • The digits 0 through 9 • The asterisk (*) and the pound sign (#) • Any of the following letters: - A for answer detect - C for user authorization code - D for disconnect - H, L, and V for high, low, and verify tone-recognition codes, respectively - P for pause - K for a key pulse - S for a stop pulse	Pager dialing sequences can include up to 20 characters. Valid entries include the digits 0 through 9, the asterisk (*), the pound sign (#), <i>P</i> for pause, <i>C</i> for user authorization code, <i>D</i> for disconnect, <i>K</i> for a key pulse, <i>S</i> for a stop pulse, <i>L</i>, <i>H</i>, and <i>V</i> for low, high, or verify tone-recognition codes, respectively, and <i>A</i> for answer detect.

With a list	Without a list
Before you install a server, you need information about how to prepare the site. This information includes: • Size and weight specifications • Space requirements • Temperature requirements • Electrical requirements • Information about how to connect servers to: - PBXs - Centrex switches - Direct inward dialing (DID) trunks	Before you install a server, you need information about how to prepare the site. This information includes size and weight specifications, space requirements, temperature and electrical requirements, and information about how to connect servers to PBXs, Centrex switches, or direct inward dialing (DID) trunks.
Menu 6 has five submenus for: • Transfer, outcall, and pager dialing sequences • In-band integration dialing sequences • Serial channel parameters • Multiple terminal access (MTA) • Integration link management	Menu 6 has five submenus for transfer, outcall, and pager dialing sequences, in-band integration dialing sequences, serial channel parameters, multiple terminal access (MTA), and integration link management.

Types of lists

This section describes the types of lists and when to use each type.

Ordered lists

Use an ordered list for a sequence within text.

Example
You must install the CALLVISOR PC software packages in the following order: 1. ISDN 2. LAN Gateway 3. ASAI

Unordered lists

Use an unordered list for a series of items that you can present in any order.

Examples
Complete this procedure to verify that the: • System verification checks are successful. • Voice system works properly.
The following parts are required: • A 355AF adapter • A D8W-87 modular cord • An A/B parts kit

Items-and-remarks lists

Use an items-and-remarks list for a list of short items that include a short explanatory remark for each. Use a period or colon before the description. Capitalize the first word of both the item and the remark. Format each bullet and description in a consistent, parallel manner.

See the following example for an items and remarks list with bullets:

Example
• Call Park: The LLC feature restricts Call Park. Users can park a call, but users cannot retrieve a call while the LLC feature is active. • Bridged Call Appearance: The LLC feature restricts the origination of new calls from all call appearances on a telephone, including bridged appearances.

Nested lists

Use only two levels in a nested list. The following markers are the DITA markers for the first level and the second, nested level, of a list.

- Unordered lists
 - The marker for the first level of an unordered list is a bullet (•).
 - The marker for the second, nested level of an unordered list is an en dash (–).
- Ordered lists
 - The marker for the first level of an ordered list is a number, starting with *1*, and continuing in numeric order.
 - The marker for the second, nested level of an ordered list is a lowercase letter, starting with *a* and continuing in alphabetic order.

Nested unordered list	Nested ordered list
This chapter describes: • Shipment contents • Where to locate key components • The procedures to: - Install the toroids - Assemble the computer - Connect the monitor - Connect the keyboard	1. To replace the processor, do the following: a. Replace the circuit cards. b. Replace the dress cover. c. Reconnect the cables to the ports on the back of the device.

Length of lists

Shorter lists are easier to read and comprehend. Where it makes sense, try to divide long lists into two or more shorter lists.

Parallelism in lists

Items in a list must be parallel. That is, the elements that are equal in purpose must also be equal in structure. Every item must begin with the same part of speech and follow the same grammatical structure.

Preferred	Discouraged
To ensure password security: • Change the passwords for the system administrator login and the craft login before you begin the verification. • Notify your project manager if you think that the security of any password might be compromised.	To ensure password security: • Change the passwords for the system administrator login and the craft login before you begin the verification. • If you think that the security of any password could be compromised, notify your project manager.
Does the Unified Messenger answer with the correct greeting? • If yes, continue. • If no, determine the cause and correct the problem before you continue.	Does the Unified Messenger answer with the correct greeting? • If yes, continue. • If not, determine the cause and correct the problem before you continue.
This topic includes the following information: • Starting and stopping FTP service on the media server • Operating FTP service on the media server	This topic includes the following information: • How to start or stop FTP service on the media server • FTP operation on the media server

Repetition in lists

Write an introductory stem sentence for the list that helps eliminate repetition within the list itself.

Preferred	Discouraged
This chapter contains procedures to connect the: • Monitor • Keyboard • Printer	This chapter contains procedures to: • Connect the monitor. • Connect the keyboard. • Connect the printer.
Subscriber training includes instruction about how to: • Place an outside call to a mailbox. • Log on to the server. • Configure a mailbox. • Review and send messages. • Use the: - Voicemail functions. - Personal Options. - Optional fax software.	Subscriber training includes instruction about the following topics: • How to use the voicemail functions. • How to place an outside call to a mailbox. • How to log on to the server. • How to configure a mailbox. • How to review and send messages. • How to use Personal Options. • How to use the optional fax software.

Capitalization in lists

Capitalize the first word in each list item.

Exception for case-sensitive words

If the first word of a list item is a case-sensitive lowercase word, rewrite the list item. If you cannot rewrite the list item, do not capitalize the first word. For example, do not capitalize the command names in the following list.

Example
Use the following commands to get status information: • <code>showalarm</code> displays a list of alarms on the server. This command can also give information about repair actions for the alarm. • <code>showdp</code> displays the current dial plan administration. • <code>showpri</code> displays the current PRI administration and status.

Sentences vs. sentence fragments in lists

When possible, ensure that the items in a list are either all complete sentences or all sentence fragments, but not a mix of both. If you must mix sentences and sentence fragments, end each entry with a period.

Punctuation in lists

Introduce a list with a sentence or a sentence fragment. Place a colon after the introductory sentence or the introductory sentence fragment.

End each entry with a period if all entries are complete sentences or a mixture of fragments and complete sentences.

Do not use a period after the last item in a list unless:

- The last item is a complete sentence.
- The list consists of a mixture of sentence fragments and sentences, and each item ends with a period.

Exception for items and remarks lists

For more information about how to punctuate lists that consist of items and remarks, see [Items-and-remarks lists](#) on page 65.

Marketing communications

A goal for all Avaya writers is to produce content that is easy to scan, speaks directly to the reader, and is:

- Clear
- Concise
- Consistent

Whether you write content for Avaya websites, internal publications, or other marketing materials, you can achieve that goal by using the information in this guide.

Make your content easy to scan

Most readers of information materials do not read word for word. Instead, these readers first scan a page to determine the content and then return to the sections of most interest. To help these readers, you can:

- Structure your content so that readers locate specific information quickly and easily.
- Use a writing style that ensures that your message is unambiguous and easy to scan.

The following sections provide a summary of the most important techniques for a structure and a style that is easy to scan. Each item includes a cross-reference to a topic that contains more information and examples of how to implement the technique in your writing.

Make your content direct

Start headings and sentences with a verb. Verbs lend energy to content and keep your readers involved.

For more information, see [Verbs](#) on page 127.

Preferred	Discouraged
Choose solutions that increase efficiency.	The solutions that you choose can increase efficiency.
Equalize communications at all locations.	Provide remote locations with headquarters-level communications.
Meet the needs and the preferences of your customers with the right strategy and solutions.	The right strategy and solutions can help you meet the needs and the preferences of your customers.

Use the active voice. Let the person or the object that performs the action be the subject of the sentence. Active voice keeps your readers involved and also reduces character count.

For more information, see [Voice, active and passive](#) on page 129.

Preferred	Discouraged
With the Call Admission Control: Bandwidth Management feature, <i>you</i> can specify the VoIP bandwidth limit between any pair of IP network regions.	With the Call Admission Control: Bandwidth Management feature, the VoIP bandwidth limit between any pair of IP network regions <i>can be specified by the customer</i> .
Communication Manager supports open standards such as H.323 Call Control and H.248 Media Gateway Control.	Open standards such as H.323 Call Control and H.248 Media Gateway Control are supported by Communication Manager.

Use the second person, *you*. Speak directly to your target audience, and thus keep your readers involved.

For more information, see [Person](#) on page 84.

Preferred	Discouraged
<i>You</i> can press a single button to record conversations.	<i>Users</i> can press a single button to record conversations.
As a supervisor, <i>you</i> can access reports.	<i>Supervisors</i> can access reports.

In almost all instances, use the simple tense, especially the simple present tense. Simple tense simplifies your content, and present tense gives the sense of *real time* to your readers. Simple tense also reduces character count.

For more information, see [Tense](#) on page 119.

Preferred	Discouraged
Communication Manager <i>operates</i> on the new Avaya media servers.	Communication Manager <i>will operate</i> on the new Avaya media servers.
Enterprises with campus environments and branch offices <i>can</i> build flexible communications networks and manage the networks from a central location.	Enterprises with campus environments and branch offices <i>will be able to</i> build flexible communications networks and manage the networks from a central location.

Make your content clear

Use short paragraphs

Readers can process information faster if you present the information in smaller chunks with the main idea at the beginning. Readers can scan a page faster and thus locate specific information faster when you label most paragraphs with a descriptive heading.

Use short paragraphs that:

- Contain only one idea.
- Begin with a sentence that tells the reader what the paragraph contains.
- Include a heading that describes the contents.

The following preferred example divides a long paragraph into two shorter paragraphs and provides a descriptive heading for each new paragraph.

Preferred	Discouraged
Empower your enterprise with intelligent call routing Bring industry-leading, intelligent call processing to your enterprise with Avaya Communication Manager. This software builds on decades of enterprise telephony leadership to enable call control on a dynamic, call-by-call basis. Communication Manager provides full telephony functionality and support for new applications, infrastructure, flexibility, and a complete array of communications devices. Do not compromise on scalability, flexibility, and reliability Communication Manager runs on a variety of media servers and provides control to media gateways and communications devices. The software can operate in a distributed or a networked call-processing environment. As the power behind the enterprise class portfolio, this software provides solid performance to enterprises today.	Avaya Communication Manager builds on decades of enterprise telephony leadership to bring industry-leading, intelligent call processing to your enterprise. This software enables call control on a dynamic, call-by-call basis. Communication Manager provides full telephony functionality and support for new applications, infrastructure, and communications devices. This software, which runs on a variety of media servers and provides control to media gateways and communications devices, can operate in a distributed or a networked call-processing environment. As the power behind the enterprise class portfolio, Communication Manager provides solid performance to enterprises today.

For more information, see [Headings](#) on page 38 and [Paragraphs](#) on page 82.

Use bullet lists

Use a bullet list for most series of items. If the order is significant, use a numbered list. Keep the list and the list items short to help readers scan. A long list of lengthy items is not as effective.

Preferred	Discouraged
Employees in small branch offices can now enjoy advanced capabilities such as: • Unified messages • Access to a common directory • The ability to broadcast and forward voicemail messages	Employees in small branch offices can now enjoy advanced capabilities such as unified messages, access to a common directory, and the ability to broadcast and forward voicemail messages.

For more information, see [Lists](#) on page 63.

Make your content concise

Avoid repetition. Repetition makes a sentence needlessly complex, obscures meaning, and confuses the reader.

Preferred	Discouraged
The result is a set of <i>recommendations</i> for <i>risk reduction</i> . Avaya consultants then present all potential <i>strategies</i> and explain the reasons for a particular <i>recommendation</i> .	The result is a set of <i>recommendations</i> for <i>risk reduction</i> , and a menu of the possible <i>risk reduction strategies</i> that are available. Avaya consultants then present all potential <i>strategies</i> and explain the reasons for a particular <i>recommendation</i> .
Give your customers <i>cost-effective and high-quality communications</i> , regardless of location, with Avaya Enterprise Connect.	Give your customers <i>both cost-effective communications and high-quality communications</i> , regardless of location, with Avaya Enterprise Connect.

Avoid adjectives and adverbs. These modifiers increase character count and are frequently redundant. You can express the same idea more concisely without a modifier or with only a single modifier. Often, you can substitute a verb, which also lends activity and energy to the content and involves the reader.

Preferred	Discouraged
The capability to manage confidential information is <i>critical</i> .	The capability to manage confidential information is <i>especially critical</i> .
Avaya offers solutions for enterprises of any size.	Avaya offers solutions for small, medium, and large enterprises.
IP Office <i>boosts</i> productivity.	IP Office is the <i>exciting, efficient, and ergonomic</i> way to be more productive.

For more information, see [Modifiers](#) on page 72.

Do not overuse the name *Avaya*.

- You do not need to use Avaya before every product or solution name. Conref product names.
- In internal content, assume that your audience is aware that you are writing about Avaya, and avoid redundant terms such as *Avaya IT Organization* or *Avaya President and CEO*.

Make your content consistent

To make your content consistent, follow the standards in this guide and Avaya Marketing standards. Use these standards to ensure that all Avaya content presents a unified image.

Modifiers

A modifier is a word, phrase, or clause that adds detail or description to a sentence. A modifier must be placed next to the word that it describes. If not, three types of errors can occur.

Misplaced modifier: A word, phrase, or clause that is improperly separated from the word that it describes. Sentences with misplaced modifiers are awkward, confusing, or downright illogical.

Type of modifier	Example	Problem
Misplaced word	The report displays <i>only</i> data for the sites that users visit during the report interval.	Does <i>only</i> modify <i>displays</i> or <i>data</i> ?
Misplaced phrase	The system creates the address for the user <i>with a name</i> .	Does <i>with a name</i> refer to <i>the user</i> or <i>the address</i> ?
Misplaced clause	The snapshot is a short-term copy of the running system <i>that is created before a major upgrade or a patch installation</i> .	Does <i>that is created before a major upgrade or a patch installation</i> refer to <i>the running system</i> or <i>the snapshot</i> ?

 Note:

Other single words that are most often misplaced include: almost, even, exactly, hardly, just, nearly, only, simply.

Dangling modifier: A modifier that has nothing to modify due to its placement, or a modifier that modifies a noun that it was not intended to modify.

A dangling modifier can appear at the beginning of a sentence or at the end.

Location of the modifier	Example	Problem
At the beginning	<i>While traveling</i> , the device might try to connect to another network.	Does <i>While traveling</i> refer to <i>the device</i> ?
At the end	The existing setup will need the administrator password <i>while performing the tasks</i> .	Does <i>while performing the tasks</i> refer to <i>the existing setup</i> ?

Squinting modifier: A modifier so placed that it describes two situations.

Modifier	Example	Problem
only	The Handoff to Cellular Network feature is available on the client application <i>only</i> in the following conditions.	Does <i>only</i> refer to <i>client application</i> or <i>the following conditions</i> ?

The improper use of modifiers can lead to sentences that are redundant and ambiguous. This section includes rules for the following parts of speech as modifiers:

- Adjectives and adjectival phrases
- Adverbs
- Nouns, including product names and feature names
- Noun clauses

Adjectives and adjectival phrases

Do not use stacked adjectives

Do not use a string of adjectives to qualify a noun.

Preferred	Discouraged
User-defined attributes that are for a role in a project override the global definitions.	Project-level, role-based, user-defined attributes override the global definitions.

Do not use unnecessary adjectives

Many words do not require modifiers to convey the meaning. If you use an unnecessary modifier, you create a redundant phrase.

Preferred	Discouraged
Location	Physical location
Proximity	Close proximity

Do not use ambiguous adjectives

Do not use ambiguous adjectives that require readers and translators to interpret your meaning. Instead, provide specific information, rewrite the sentence or the phrase, or use punctuation to clarify the meaning.

Preferred	Discouraged
The default of 6 minutes supports approximately 12 messages of 30 seconds each.	The default of 6 minutes supports a <i>heavy</i> user.
Figure 1: Cabinets for small batteries	Figure 1: Small battery cabinets

Repeat adjectives to ensure clarity

Clarify whether the adjective or the adjectival phrase modifies only one or all the nouns that follow. In each phrase of a parallel construction, repeat the modifiers and the words to which the modifier refers.

Preferred	Discouraged
- Remove the green plastic brackets and the green plastic fasteners. - Remove the green plastic brackets and the metal fasteners.	Remove the green plastic brackets and fasteners.
Use insulated cables and insulated connectors.	Use insulated cables and connectors.
Adjust the monitor settings and the switch settings.	Adjust the monitor and switch settings.

Nouns as adjectives

Clarify the invisible plural

When you use a noun as an adjective, clarify whether the adjective is plural or singular. For example, a *server cabinet* can be a cabinet that is built to contain one server or a cabinet that is built to contain several servers. To clarify whether a noun that you use as a modifier is singular or plural, add a brief explanation to the text.

To clarify the term *server cabinet*, add an explanation that is similar to the following example:

Example
Table 18 lists power requirements for the DEFINITY server cabinet. The server cabinet can contain one to five DEFINITY servers.

Do not use the names of operating systems or applications as adjectives

Use some form of the phrase *that runs* or *is based on*, as in the following examples.

Preferred	Discouraged
You can use the application on a personal computer that runs Windows.	You can use the application on a Windows personal computer.
Unified Messenger stores both voice messages and email messages on a server that runs the Microsoft Exchange Server software.	Unified Messenger stores both voice messages and email messages on the Microsoft Exchange Server server.
You can connect your device to a LAN and support Windows-based applications, such as Message Manager and ELA.	You can connect your device to a LAN and support Windows applications, such as Message Manager and ELA.
The ISDN gateway is a UNIX-based computer that is connected to the switch on one side and a host computer on the other side.	The ISDN gateway is a UNIX computer that is connected to the switch on one side and a host computer on the other side.

Noun compounds

A noun compound is a noun that is grouped with a series of other nouns or adjectives that function together to give the noun a unique meaning. Observe the following rules for noun compounds:

- Avoid the use of noun compounds.
- Limit the number of words in noun compounds.
- Do not use *-ing* words in noun compounds.

Avoid using noun compounds

Noun compounds require interpretation and thus can make text harder to read. The following examples show some ways that you can rewrite sentences to avoid using noun compounds.

Preferred	Discouraged
The name must be a unique entry that consists of 10 printable characters.	The name must be a unique 10-printable-character entry.
The tip/ring circuit card uses two modular cords with 6-pin conductors.	The tip/ring circuit card uses two 6-pin-conductor modular cords.
Before you perform this procedure, ensure that you have the participation of support personnel at the central office (CO).	Before you perform this procedure, ensure that you have central office (CO) support participation.
Type the value for the port assignment in the Data field.	Type the port assignment Data field value.

Limit the number of words in a noun compound

If you must modify a noun with a noun compound, use no more than three adjectives to modify the noun. Fewer adjectives are better. As the examples show, you can often use a preposition to restructure noun compounds.

Preferred	Discouraged
The TN792 circuit pack has an optical cable interface on the front faceplate.	The TN792 circuit pack has a front faceplate optical cable interface.
Figure 1: Floor plan for a DEFINITY single-carrier cabinet	Figure 1: DEFINITY single-carrier cabinet floor plan

Do not use *-ing* words in noun compounds

Avoid the use of gerunds or participles in noun compounds.

Preferred	Discouraged
Inspect the metallic conduit <i>that supplies</i> power to the panel boards on the floor.	Inspect the power feed metal conduit <i>supplying</i> panel boards on the floor.
Some modules require optional equipment <i>to record</i> speech.	Some modules require optional speech <i>recording</i> equipment.

Adverbs

Do not use unnecessary adverbs

Many verbs and adjectives do not require modifiers to convey the meaning. If you use a modifier, you might create a redundant phrase. Do not use unnecessary modifiers.

Examples with verbs

Preferred	Discouraged
Edit	Manually edit
Finished	Completely finished
Inspect	Visually inspect
Understand	Fully understand

Examples with adjectives

Preferred	Discouraged
Certain	Absolutely certain
Critical	Extremely critical

Examples with adverbs

Preferred	Discouraged
Suitable	Very suitable
Frequently	Quite frequently

Place adverbs correctly within a sentence

The position of an adverb in a sentence can alter the sense or affect the clarity of the sentence. To avoid ambiguity, place an adverb in front of or as close as possible to the word that the adverb modifies. The word *only* is particularly easy to misplace.

Preferred	Discouraged
The report displays data for only the sites that users visit during the report interval.	- The report displays only data for the sites that users visit during the report interval. - The report displays data for the sites that only users visit during the report interval. - The report displays data for the sites that users only visit during the report interval.

Do not omit important words

Do not use elliptic or *telegraphic* language. To ensure unambiguous interpretation, do not omit words that are important to the meaning of the sentence. Words that elliptic language usually omits include *a, an, the, is, are, of, this, these*, and *all*. Elliptic language is often used in software messages and prompts, which writers usually do not control. However, writers must not omit modifiers or important words in headings, captions, tables, or titles.

Preferred	Discouraged
The operation failed. Try the operation again.	Operation failed. Try again.
Figure 11-3: The MAP/100 in a tower configuration.	Figure 11-3: MAP/100 in tower configuration.
Figure 2: An AC volt meter with the SELECTOR switch in the proper position.	Figure 2: AC volt meter with SELECTOR switch in proper position.
If you use a DC rectifier, follow the installation instructions from the manufacturer.	Follow manufacturer installation instructions for DC rectifier if used.

Numbers

The rules in this section explain:

- When to use numerals and when to spell out the numbers
- How to show metric equivalents
- When to abbreviate the word *number*
- When to use commas with numbers
- How to use decimals, fractions, ordinal numbers, percents, ranges, and ratios
- How to form the plurals of numbers
- When to use round numbers

Numerals vs. words

Use numerals for quantities of 10 or more. Spell out references to the numbers zero through nine.

Exception for user input

When you represent user input and the user must enter numerals, use the numerals. Do not spell out the numbers.

Exception for units of measure and units of time

Use a numeral for any number that precedes a unit of measure or a unit of time.

Examples
Slide the bracket forward 3 inches.
You need up to 2 hours to activate customer options.

Exception for *digit* and *pin*

Use a numeral for any number that precedes the word *digit* or the word *pin* in phrases such as *6-pin conductor* and *5-digit number*.

Exception for million and billion

Express large numbers in numerals, and add the word for the appropriate quantity.

Examples
Second fiscal quarter 2004 revenues increased to \$1.006 billion, compared to \$950 million in the same period last year.
Avaya designs and manages communications networks for more than 1 million businesses worldwide.

See also [Round numbers](#) on page 82.

Exception for mixed single-digit numbers and multiple-digit numbers

When a range includes a mixture of single-digit numbers and multiple-digit numbers, use numerals for both.

Preferred	Discouraged
The range is 0 through 99, and the default is 5.	The range is zero through 99, and the default is 5.

When you use a mixture of single-digit numbers and multiple-digit numbers to refer to the same thing, use numerals for both.

Preferred	Discouraged
Passwords can consist of 1 to 10 alphanumeric characters.	Passwords can consist of one to 10 alphanumeric characters.
Use an 885A adapter to consolidate the 12 individual line pairs into 6 line pairs in each of the two cables.	Use an 885A adapter to consolidate the 12 individual line pairs into six line pairs in each of the 2 cables.

Note that in the third example, 12 and 6 refer to line pairs. *Two* refers to cables and not line pairs. Thus, *two* is spelled out.

Beginning sentences with numbers

Do not begin a sentence with a numeral. Rewrite the sentence to avoid a numeral at the start, or spell out the numeral.

Preferred	Discouraged
Fifteen characters is the maximum length for incoming Caller ID information. Better: - The maximum length for incoming Caller ID information is 15 characters. - The length of incoming Caller ID information cannot exceed 15 characters.	15 characters is the maximum length for incoming Caller ID information.

U.S. values and metric values

Provide the U.S. values first. Follow the U.S. values with the metric equivalents in parentheses.

Examples
The system includes a 13-inch (33-centimeter) monitor.
Use this method when you install the switch and the firewall system within 50 feet (15 meters) of each other.

Exception for original metric values

When you provide the U.S. values first, you imply that the metric values are conversions and not the original specifications. If the values are originally metric, reverse this rule. List the metric values first. Follow the metric values with the U.S. values in parentheses.

Exception for marketing content and internal communications

Metric measurements are not required in marketing content and internal publications.

Abbreviating the word number

Always spell out *number* unless you must save space in narrow table cells. In those cases, use *no.* as the abbreviation. Always include a period. Do not use the number symbol (#) as an abbreviation for *number*.

See also [Special characters and symbols](#) on page 113.

Commas with numbers

Use a comma in numbers that consist of four or more digits.

Examples
5,280
80,000
100,000

Exceptions for numeric items that usually do not include commas

Do not use commas in:

- Numbers that designate baud, such as 9600 baud
- Numbers that designate a year, such as December 12, 2004
- Page numbers, addresses, telephone extensions, or decimals
- Part numbers and product codes

Decimals

Use an initial zero for decimal fractions that are less than one.

Example
0.5 inch

Exception for user input

When you represent user input, do not include a zero in a fraction unless the user must also type the zero.

Fractions

Alternatives to numeric fractions

Express fractions in words or as decimals whenever possible.

Examples
Tighten the screws one-quarter turn only.
The distance between the modem and the terminal must not exceed 6.5 feet.

Exception for large fractions or uncommon fractions

Words or decimal equivalents are impractical forms for large fractions or uncommon fractions. In these cases, use numerals and a slash to separate the numerator from the denominator, as in the phrase *7/64-inch hexadecimal wrench*.

Hyphenating spelled-out fractions

Hyphenate spelled-out fractions, whether you use the fractions as adjectives or nouns.

Examples
Scroll down one-third of the page to the Date field.
Tighten the screws one-quarter turn only.

Using multiple fractions in the same sentence

If you use two or more fractions in the same sentence, use the same form for each fraction.

Preferred	Discouraged
Use the 7/64-inch hexadecimal wrench to tighten the screws $\frac{1}{4}$ turn only.	Use the 7/64-inch hexadecimal wrench to tighten the screws <i>one-quarter</i> turn only.

Ordinal numbers

Ordinal numbers indicate order or position within a series.

Spell out ordinal numbers in text, even if the numbers are greater than nine.

Preferred	Discouraged
The system truncates the number after the <i>twelfth</i> digit.	The system truncates the number after the <i>12th</i> digit.

Do not add the suffix *ly* to an ordinal number.

Preferred	Discouraged
<i>First</i> , remove the computer from the protective plastic wrapping.	<i>Firstly</i> , remove the computer from the protective plastic wrapping.

Do not use ordinal numbers for dates.

Preferred	Discouraged
Type numbers for the month and the day of expiration. For example, type 1008 for <i>October 8</i> .	Type numbers for the month and the day of expiration. For example, type 1008 for <i>October 8th</i> .

Percents

With a number, express percents as numerals with a percent symbol. Do not spell out *percent*.

Examples
20%
Approximately 4%

Exception for marketing content and internal communications

Spell out *percent* in text. Do not hyphenate. Use the percent symbol in charts and graphs only.

Examples
a 5 percent increase
a 30 percent reduction

See also [percentage vs. percent](#) on page 156.

Plurals of numbers

To form the plural of a number, add a lowercase s without an apostrophe.

Example

The system displays a series of 9s on the screen while the software completes this process.

Ranges

Use the word *through* or *to* to describe inclusive ranges of numbers. Do not use a hyphen (-) or an en dash (–).

Preferred	Discouraged
Type a number from 1 <i>through</i> 31 in the Date field.	Type a number from 1–31 in the Date field.
The transfer time is approximately 5 <i>to</i> 8 seconds.	The transfer time is approximately 5-8 seconds.

Exception for ranges in tables

Use a closed en dash (–) for numeric ranges in tables but only when you must save space.

 Note:

A *closed* dash is a dash without space on either side.

Ratios

To express a ratio, use the word *to*.

Example

A 10-Mbps change to an Ethernet connection can yield an increase in speed of 20 *to* 1.

Round numbers

Unless you must specify an exact quantity, use round numbers for the quantities of million, billion, and above.

Examples

With Messaging, you can send email messages to any of the more than 65 million email users worldwide.

Blackstone Bank used Avaya Customer Relationship Management (CRM) solutions to enable priority customer service and achieve \$2 million in annual savings.

Paragraphs

This section provides a general rule for the length of paragraphs and illustrates how to use subheadings to divide long paragraphs.

Length of paragraphs

To enhance comprehension and help readers to scan, use shorter paragraphs. You can often use headings and subheadings to divide longer paragraphs into shorter paragraphs.

Number of topics in a paragraph

Include only one topic in a paragraph.

See the preferred and discouraged examples.

Preferred: Ringing vs. zip tone for incoming calls

This section describes the options for incoming calls to agents.

Introduction

When a call arrives at an agent telephone, the agent hears either a ringing tone or a zip tone. What the agent hears depends on how you administer the telephone.

Ringing tone

Administer the telephone for ringing when an agent uses the handset to answer calls. When a call connects, the telephone rings. The agent then picks up the handset to answer the call.

Zip tone

Administer the telephone for zip tone when the agent uses a headset to answer calls. When a call connects, the agent hears one burst of zip tone for calls that are dialed directly to the split extension or the agent extension. The agent can then greet the caller without the need to first push any buttons. You can also administer zip tone for use with a handset, but the agent must hold the handset and listen for the zip tone.

Ringing or zip tone

You configure the ringing or zip tone for each telephone as part of the switch administration process. For more information, see *DEFINITY ECS Administrator's Guide*.

Discouraged: Ringing vs. zip tone for incoming calls

When a call arrives at an agent telephone, the agent hears either ringing or zip tone. What the agent hears depends on how you administer the telephone. Administer the telephone for ringing when an agent uses the handset to answer calls. When a call connects to the telephone of the agent, the telephone rings, and the agent picks up the handset to answer the call. Administer the telephone for zip tone when the agent uses a headset to answer calls. When a call connects, the agent hears one burst of zip tone for calls that are dialed directly to the split extension or the agent extension. The agent can then greet the caller without the need to first push any buttons. You can also administer zip tone for use with a handset, but the agent must hold the handset and listen for the zip tone. Ringing or zip tone is established for each telephone as part of the switch administration process. For more information, see *DEFINITY ECS Administrator's Guide*.

Person

Person is a grammatical category that defines the subject of the sentence.

- When you write in the first person, you are the subject of the sentence. In the first person, you use either the singular pronoun *I* or the plural pronoun *we*.
- When you write in the second person, the subject of the sentence is the person or the persons to whom you are speaking. In the second person, you usually use the pronoun *you*. In procedures, the subject *you* is usually understood.
- When you write in the third person, the subject of the sentence is the person or the persons about whom you are speaking. In the third person, you usually use nouns such as *user* or *system administrator*.

First person

Do not use the first person. To make a suggestion or a recommendation to the reader, use the third person. Specifically, use the noun *Avaya* instead of the pronoun *we*.

Important:

The phrase *Avaya recommends* can introduce ambiguity if the suggestion or recommendation is a requirement. Evaluate any occurrences of *Avaya recommends* and rewrite if the recommendation is a requirement.

Preferred	Discouraged
• Avaya recommends that you change IMAPI passwords regularly for the sake of security. • Change IMAPI passwords regularly.	We recommend that you change IMAPI passwords regularly.
• Avaya recommends that you customize the following prompts for ease of use. • Customize the following prompts.	It is recommended that you customize the following prompts.

Second person

Use the second person almost exclusively. Use the pronoun *you* to address your readers directly and use the active voice.

Preferred	Discouraged
If Pass 2 is successful, <i>you</i> must change the switch settings.	If Pass 2 is successful, <i>the user</i> must change the switch settings.
The configure program stops unless <i>you</i> select the Remove option.	The configure program stops unless <i>the user</i> selects the Remove option.
<i>You</i> must not edit or alter this file.	<i>A customer</i> must not edit or alter this file.

Exception for internal communications

Avoid the use of *you* and *your*, unless you have a specific reason to speak personally.

Preferred	Discouraged
The new Talent Acquisition website can help <i>supervisors and managers</i> make hiring decisions that are in the best interest of Avaya.	The new Talent Acquisition website can help <i>you</i> make hiring decisions that are in the best interest of Avaya.
<i>Employee</i> performance reviews must be complete by March 30.	<i>Your</i> performance review must be complete by March 30.

Third person

Do not use the third person unless you are referring to a different audience than the one covered in your document. For example, if you mention the administrator in a Using document for end users, you can write “your administrator”.

Plurals

This section includes:

- A list of the preferred plural forms of certain words
- A rule for optional plurals
- Rules to form the plurals of
 - Numbers
 - Single letters
 - Abbreviations

Preferred forms

Some words have more than one acceptable plural. Use the plural forms in the following table:

Singular	Preferred plural form
Appendix	Appendixes
Index	Indexes
Matrix	Matrixes
Mouse	Mouse devices
Zero	Zeros

Optional plurals

Do not use parentheses or slashes to create optional plurals. In most cases, you can use the plural form and be correct.

Preferred	Discouraged
- You can administer <i>mailboxes</i> that are not part of a bulletin board for internal use. - You can administer <i>one or more mailboxes</i> that are not part of a bulletin board for internal use. - You can administer <i>a mailbox or mailboxes</i> that are not part of a bulletin board for internal use.  Note: When you cannot use the plural form, <i>one or more</i> is the best alternative.	You can administer mailbox(es) that are not part of a bulletin board for internal use.
A report can consist of one or more tables, one or more charts, or any combination of tables and charts.	A report can consist of only (a) table/tables, only (a) chart/charts, or a combination of tables and charts.

Plurals of numbers

To form the plural of a number, add a lowercase *s* without an apostrophe.

Example
The system displays a series of 9s on the screen while the software completes this process.

Plurals of single letters

To form the plural of a single letter, add a lowercase *s*. Add a lowercase *s* with an apostrophe only if you form a word when you add the *s* without the apostrophe. For example, if you form the plural of the letter *I* or the letter *A* without an apostrophe, you create the words *I/s* or *A/s*. Note, however, that even with the apostrophe, usage such as *I's* can confuse the reader. When possible, rewrite the sentence to eliminate the need to use a plural single letter.

Preferred	Discouraged
- The <i>I/s</i> in the first column indicate an incomplete transaction. - Better: The letter <i>I</i> in the first column indicates an incomplete transaction.	The <i>I/s</i> in the first column indicate an incomplete transaction.
- The system displays rows of <i>Xs</i> while the software completes this process. - Better: The system displays the letter <i>X</i> repeatedly until the software completes this process.	The system displays rows of <i>X's</i> while the software completes this process.

Plurals of abbreviations

To form the plural of an abbreviation or an acronym, add a lowercase *s* without an apostrophe.

Examples
ACDs
CPUs
LANs

Possessive forms

This section provides rules for the possessive forms of nouns, including product and feature names.

See [Avaya Inc](#) on page 29.

Possessive forms of product or feature names

Do not use possessive forms with product or feature names. Use an *of* phrase instead.

Preferred	Discouraged
This section <i>describes the architecture of</i> the Avaya IP Office Mid-Market solution.	This section describes the Avaya IP Office Mid-Market <i>solution's architecture</i> .
You can use the Send Page button <i>of the Escorted Browser feature</i> to synchronize a webpage in two different browser windows.	You can use <i>Escorted Browser's</i> Send Page button to synchronize a webpage in two different browser windows.

Prefixes

This section provides a general rule to use prefixes to reduce word count. Note that the prefixes *bi* and *semi* are exceptions to this general rule.

Use prefixes to reduce word count

Use prefixes to help reduce word count. In particular, avoid the use of *not* when you can convey the same meaning with a prefix such as *un-*, *in-*, or *dis-*.

Preferred	Discouraged
Perform this procedure if the first disk is destroyed and a backup is <i>unavailable</i> .	Perform this procedure if the first disk is destroyed and a backup is <i>not available</i> .
The 649A power converter is <i>incompatible</i> with the 644A power converter.	The 649A power converter is <i>not compatible</i> with the 644A power converter.

Table continues...

Preferred	Discouraged
The system administrator can create a list of telephone numbers that are allowed and <i>disallowed</i> .	The system administrator can create a list of telephone numbers that are allowed and <i>not allowed</i> .
Text Chat and Callback calls are <i>unrestricted</i> and limited only by the number of available channels.	Text Chat and Callback calls are <i>not restricted</i> and limited only by the number of available channels.
This restriction is <i>unnecessary</i> for other types of calls.	This restriction is <i>not necessary</i> for other types of calls.
This message indicates that the system tried to communicate with a <i>nonexistent</i> process.	This message indicates that the system tried to communicate with a process that does <i>not exist</i> .
You can disable any feature that is <i>irrelevant</i> to your business needs.	You can disable any feature that is <i>not relevant</i> to your business needs.

Exception for non

Do not use the prefix *non* with a hyphen to form a word that is nonexistent in the English language, such as *non-Avaya* switches. Instead, rewrite the expression as a phrase, for example, *For the switches of manufacturers other than Avaya, this value depends on the type of switch integration.*

Exception for bi and semi

The prefix *bi* means *two*, and thus *once every two* intervals. The prefix *semi* means *half*, and thus *twice during* an interval. In practice, readers and writers frequently confuse these meanings. Therefore, do not use *bi* or *semi* to indicate periods of time. Instead, use the *correct* equivalent phrase from the following table.

Preferred	Discouraged
• Every 6 months • Twice a year	Biannual
• Every 6 months • Twice a year	Semiannual
• Every 2 months	Bimonthly
• Every 2 weeks • Twice a month	Semimonthly
• Every 2 weeks	Biweekly
• Twice a week	Semiweekly

Procedures

A procedure is a series of actions or steps that a user must perform in sequence. Use a task topic to write a procedure. This section describes how to structure the content in a procedure.

Related links

[Capitalization](#) on page 30

Context

Include context (About this task) at the beginning of your task topic. This conceptual information explains the purpose of the procedure and provides information that the user needs to know. When writing context, do not repeat the name of the procedure. For example, if the title of the task topic is “Making a call”, do not write `Use this procedure to make a call`. Focus on information that is relevant to the user and avoid redundancy. The information that is relevant depends on the audience you are writing for. For example, in a Using document for end users, do not include detailed information about administration requirements.

When writing context, consider the following:

- **What, Why:** Explain the purpose of the procedure and why it is useful. This information is important to include in the context because it enables the reader to immediately decide whether the procedure is relevant to them.
- **Who:** Include this information if the procedure applies to a specific type of user. If the target audience for the document is end users and the procedure is intended for all end users, you do not need to include this information in the task topic. However, if the procedure only applies to a specific group of users, such as supervisors, specify this in the context.
- **When:** Indicate when to perform the procedure. For example, if the user performs the action during a meeting, state this in the context. If the procedure is time-sensitive or can result in a temporary service outage, you must inform the user so they can plan accordingly.
- **Where:** You must provide location or navigational information in the procedure. Depending on the complexity of the UI, consider providing some navigational information in the context.

Prerequisites

Add prerequisites (Before you begin) if relevant for the procedure. For example, if configuration is required before the user can perform the procedure, specify this in the prerequisites.

Only include prerequisites that are useful for your audience. Do not write obvious or self-evident prerequisites. For example, you must log in to an application before you can use it. Therefore, do not add logging in as a prerequisite in every procedure.

Do not provide detailed steps or instructions in the prerequisites. Write the prerequisite at a high-level. You can add a link to the relevant procedure.

Content of steps

After the conceptual information, add steps which describe how to perform the procedure.

Each step contains an action that the user performs. Do not make background information a step or describe results as a step.

Ensure that the cmd tag in a step contains one sentence. You can add an info tag to provide additional information about the step. Keep this information brief and concise.

Describe the purpose of the procedure in the context. Unless you need to provide additional clarification, most steps do not include a purpose statement.

When writing a step, start with the information that is most important to users. Typically, users need navigational or location information before they can perform an action. Tell the user where to perform an action before describing the action.

Preferred	Discouraged
On the main menu, click Set LAN Security .	Click Set LAN Security on the main menu.
In the Name field, select the port name.	Select the port name in the Name field.

In general, limit each step to a single action. You can combine two short steps in which the actions are closely related and performed within the same area.

Example
Click Save As and then type the name of the file.

Procedure length and structure

Where logical divisions exist, divide long procedures into one or more shorter, independent procedures. However, the most important thing is for your procedure to have a clear structure without unnecessary levels. Only use substeps where they are necessary. Consider using a separate procedure instead of substeps to keep your procedure simple and concise.

Use parallel construction for all content in the procedure, including steps, substeps, and bullets.

Related links

[Parallelism in lists](#) on page 66

Mood and tense

Use the imperative mood and the present tense. The subject *you* is generally understood.

Example
1. Insert the disk into drive A. 2. Verify that the SCSI addresses have the correct values.

Options or a choice of action in a step

When you present a choice of actions within a step, use the phrase *Do one of the following* followed by a colon. Follow this introductory phrase with the list of choices. You can use the choices tag within the step.

Optional steps

If a step is optional, do not type the word *Optional* in parentheses after the step number. Use the Optional tag. For more information about how to mark a task step or substep as optional, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Example

1. **(Optional)** In the **Comment** field, enter a comment for this test.

Substeps

In a procedure, only use substeps where they add value. Where possible, consider using separate task topics instead of breaking up a long procedure with substeps. Where separate procedures do not make sense, substeps can be a useful tool for clearly separating out information within a procedure.

Avoid overusing substeps. Restructuring a topic with substeps can be tedious.

Where substeps are useful

Substeps are useful in the following scenarios:

- For a high-level procedure involving tasks on several different product or solution elements.
Typically, you would cover this information in a workflow. However, substeps can be useful if you want to present this information in a high-level task.
- When the customer must use several different interfaces or log in to different servers to complete the task.
- When presenting different options, each of which require slightly different steps.
- To distinguish between two types of activities in a single task and interface.

Only use substeps when creating new topics for each activity is overkill and the differences in the options are marginal to the overall intent of the task.

Examples

The following are examples of a few scenarios where substeps are beneficial.

Two different activities in a single task:

In this example, the procedure is about creating cleanup rules with one or more campaigns. When adding a new campaign, the customer could make a mistake and might need to know how to remove the campaign. Therefore, it is appropriate to cover this information in a single task topic:

Creating an Outbound Campaigns cleanup rule

Before you begin

- Log on to the Contact Center server.
- Start the Multimedia Data Management utility.

About this task

Create a cleanup rule to select closed contacts in the MULTIMEDIA database, based on the outbound campaign that closed the contact. You can use this rule in a scheduled cleanup task to clear these contacts from the MULTIMEDIA database. There are two criteria you can use to select contacts by outbound campaign:

- The number of days the contact has been in a Closed state.
- The outbound campaign that created and closed the contact.

Procedure

1. In the Data Management utility, select **Rules**.
2. Select **Outbound Campaigns**.
3. In the **Outbound Campaigns** screen, click **New**.
4. In the **Rule Name** field, enter a descriptive name for this rule.
5. In the **Age of Closed Contacts** field, type the number of days that a contact must be Closed to match this rule.
6. For each campaign you want to add to the rule:
 - a. In the **Not Selected** field, select an outbound campaign.
 - b. Click the right-arrow button to move the outbound campaign to the **Selected** field.
7. For each campaign you want to remove from the rule:
 - a. In the **Selected** field, select an outbound campaign.
 - b. Click the left-arrow button to move the outbound campaign to the **Not Selected** field.
8. Click **Save**.

Next steps

Create a new scheduled task to use this rule to clear closed contacts from the MULTIMEDIA database.

Substeps for presenting different options:

This example shows how to use substeps to present different options. In this scenario, a separate topic would be overkill, so the information must be presented in a single topic.

9. In the **Schedule** section, select the frequency with which you want this task to run; either **Run Once**, **Weekly**, or **Monthly**.
10. If you selected **Run Once**:
 In the **Start Date** fields, select the date and time on which you want the task to run.
11. If you selected **Weekly**:
 - a. In the **Start Date** fields, select the first date and time on which you want the task to run.
 - b. Select the days of the week on which you want the task to run.
 - c. If you want this scheduled task to stop running after a date in the future, select **End on** and select a date after which this task does not run.
12. If you selected **Monthly**:
 - a. In the **Start Date** fields, select the first date and time on which you want the task to run.
 - b. In the **Day** field, enter the day of the month on which you want the task to run.
 - c. In the **of every** field, enter the frequency of this monthly task.
 For example, enter 1 to run the task every month, enter 2 to run the task every second month, or enter 12 to run the task once a year.
 - d. If you want this scheduled task to stop running after a date in the future, select **End on** and select a date after which this task does not run.
13. Click **Save**.

When substeps are *not* useful

Do not use substeps to:

- Artificially keep the number of steps below a certain limit.

It is better to use more standard steps than it is to add substeps unnecessarily.

- Organize steps around different elements in the UI.

Guide the customer through the UI, one area at a time. The customer can only be in one area of the interface at a time, so splitting this information up into substeps adds little value.

- Cover multiple tasks in a single task topic.

Where logical divisions exist, use separate topics for different tasks.

- Branch to another series of steps on which the current task is dependent.

For example, instead of using substeps to introduce prerequisite steps, put them in a separate topic.

Example

The following is an example of a scenario where substeps are not beneficial. This example uses substeps to branch to an additional procedure. Information about finding the Thumbprint value belongs in a separate procedure. The current procedure can include a link to that procedure.

Procedure

1. Log on to Windows as an administrator on the primary application server (ACM-APP-1).
2. Run the following command in Windows Power Shell.

```
netsh http add sslcert ipport=0.0.0.0:9011
certhash=<ThumbprintValueNoSpaces> appid=' {<GUID>}'
```

Where:

- The option `ipport` must be `0.0.0.0:9011`.
- `<ThumbprintValueNoSpaces>` is the Thumbprint value found within the certificate. To find the Thumbprint value in a certificate, do the following steps:
 - a. On the server desktop, click **Tools > Internet Information Services Manager**.
 - b. Navigate to **Server > Server Certificates**.
 - c. Right-click the active SSL certificate and select **View**.
 - d. On the Certificate screen, click the **Details** tab.
 - e. Copy the thumbprint value from the display area, remove all spaces, and enter it as the `certhash` value.
 - f. Close the Certificate screen.
- `<GUID>` is a unique ID that identifies the owning application. You can generate the GUID by using Windows Power Shell with the `[guid]::NewGuid()` command. The results must be pasted within curly braces as shown in the above example.

Punctuation in procedures

In general, add a period after each step. Rewrite the step if it contains a command or input-sensitive text that the user will copy. A command will fail if it contains an extra period or any kind of typo.

Rewrite the step so the command is not at the end. Alternatively, add a codeblock element under the step. The codeblock element is especially useful for long commands.

Examples

1. Run the `ccmNetSetup` command to configure the FQDN.
2. Run the following command:

```
agn ccm-upgrade load -d /var/avaya/artifactCache/downloads -h
ccm.server.example.com
```

Pronouns

This section describes rules for:

- Personal pronouns
- The relative pronoun *that*
- Pronouns at the beginning of a sentence

Personal pronouns

Do not use *he* or *she*. In sentences where the antecedent of the pronoun is evident and not given to misinterpretations, you can use a pronoun, such as *they* or *it*, so that you do not have to repeat the noun. For example:

- Verify the information on the screen. If **it** (the information) is correct, type *y*.
- Copy all new xml files to your computer and rename **them** (the files) by removing the appended OSGi string.
- Public lists can be used by other mailbox users when **they** (the users) forward a message.

Frequently, the paragraph that introduces a product or solution in the book repeats the name of the product multiple times to avoid the use of pronouns.

Preferred	Discouraged
Avaya Workplace Client for Android is an advanced mobile Unified Communications (UC) client application that supports the latest product releases from Avaya. It delivers a rich mobile experience for customers adopting the latest releases of Avaya Aura® and application services. Use the application to perform entry-level configurations to achieve mass adoption of the application through deployment into older infrastructure environments.	Avaya Workplace Client for Android is an advanced mobile Unified Communications (UC) client application that supports the latest product releases from Avaya. Avaya Workplace Client for Android delivers a rich mobile experience for customers adopting the latest releases of Avaya Aura® and application services. Use Avaya Workplace Client for Android to perform entry-level configurations to achieve mass adoption of the application through deployment into older infrastructure environments.

Related links

[Gender bias](#) on page 37

[Person](#) on page 84

Use the relative pronoun that

Include the relative pronoun *that* at the beginning of a clause or a phrase.

Preferred	Discouraged
Verify <i>that</i> the pins on the circuit card are undamaged.	Verify the pins on the circuit card are undamaged.
Ensure <i>that</i> you include both voice and TTY components in your primary greeting.	Ensure you include both voice and TTY components in your primary greeting.

Usage of it is, there is, or this is

A sentence that begins with *there is*, *this is*, or *it is* is indirect. Ensure that the sentence clearly states what the pronoun refers to. Use *this* as an adjective or adverb, as in the last example.

Preferred	Discouraged
You can enter codes for external calls.	It is possible to enter codes for external calls.
The AUX Reason field shows the reason code that is associated with the current state. <i>This field</i> is blank if the agent is not in the AUX state.	The AUX Reason field shows the reason code that is associated with the current state. <i>This</i> is blank if the agent is not in the AUX state.

Punctuation

This section includes rules for only those cases when Avaya requires a specific usage. Ask your editor or consult a grammar book if you have a question about punctuation that this section does not answer.

Writers of content for marketing materials and internal publications also follow the punctuation style of The Associated Press for any punctuation rules that this section does not include.

Ampersand

Use the ampersand (&) only within names of which the symbol is an official part, such as *AT&T*. Do not use the ampersand as a substitute for *and* within a sentence, a heading, or a table.

Apostrophes

To form the plural of a single letter, add a lowercase *s*. Add a lowercase *s* with an apostrophe if not using an apostrophe changes the meaning. For example, if you form the plural of *I* or *A* without an apostrophe, you create the words *Is* or *As*. Therefore, writing *I's* or *A's* is more appropriate, but this can still confuse some readers or the localization team. Where possible, rewrite the sentence to eliminate the need to use a plural single letter.

Do not use the possessive form with:

- Avaya (the name). Instead, use an “of” phrase, or use only the name Avaya.
- Product or feature names. Use an “of” phrase instead.
- Inanimate objects.

Preferred	Discouraged
This section describes the architecture of the Avaya IP Office Mid-Market solution.	This section describes the Avaya IP Office Mid-Market solution's architecture.
Many Avaya products and solutions provide equal access for people with disabilities.	Many of Avaya's products and solutions provide equal access for people with disabilities.
The letter <i>I</i> in the first column indicates an incomplete transaction.	The <i>Is</i> in the first column indicate an incomplete transaction.

Brackets

Do not use brackets to enclose parenthetical statements inside other parenthetical statements. Rewrite the sentence to eliminate the need for brackets.

Preferred	Discouraged
To comply with the European Telecommunications Standards Institute (ETSI), the shelves fit either 300 mm bays or 600 mm bays.	The shelves fit either 300 mm bays or 600 mm bays (to comply with the European Telecommunications Standards Institute [ETSI]).

Colons

This section provides rules for colons:

- In document titles
- With field names
- In text

Colons in document titles

Do not use a colon in the title of a document. A colon is often a search engine operator and can interfere with searching the documentation database.

Colons with field names

Many field names on a screen end with a colon. Do not include the colon when you mention the field name in text.

Preferred	Discouraged
In the Scheme field, select a color scheme.	In the Scheme: field, select a color scheme.

Colons in text

In text, use a colon at the end of a sentence or a phrase that introduces a list, a figure, or a table.

Examples
You must install the software packages in the following order:
The following figure shows jumper configurations for each type of circuit card:
From the Real-Time tab, you can select any item in the following table:

See also [Format for clock time](#) on page 121.

Commas

Always use a comma wherever the additional punctuation can help to make the meaning of the sentence clear. This section provides additional rules for commas:

- In lists

- After an introductory word or phrase
- After an introductory dependent clause
- Between independent clauses
- Between adjectives
- With closing quotation marks

Commas in lists

Use a comma before the words *and* or *or* in a series of three or more items.

* Note:

Use a vertical list for all but the shortest and the simplest of any series of related items. For more information, see [Lists](#) on page 63.

Examples
The complete system consists of a computer, a disk drive, a monitor, and software.
Put a terminating resistor at the end of each bus, line, or cable.

Exception for marketing content and internal communications

Do not use a comma if *and* or *or* appears before the last word.

Commas after an introductory word or phrase

Use a comma after an introductory word or phrase.

Examples
From the list, select optional greeting 1.
First, lift the handset.

Exception for then

If the first word of the sentence is *then*, do not use a comma.

Commas in a complex sentence

A complex sentence contains one independent clause and at least one dependent clause.

A dependent clause is a group of words that contains a subject and verb but does not express a complete thought. A dependent clause cannot be a sentence. Words that introduce dependent clauses are *after*, *although*, *as*, *as if*, *because*, *before*, *even if*, *even though*, *if*, *in order to*, *since*, *though*, *unless*, *until*, *whatever*, *when*, *whenever*, *whether*, and *while*.

Use a comma after an introductory dependent clause, regardless of the length of the clause.

Examples
When the data on the screen indicates a problem with the network, contact your LAN administrator.
If you add the Intuity system to a switch, you must also administer the switch.

If the dependent clause comes at the end of a sentence, do not use a comma.

Examples
Contact your LAN administrator when the data on the screen indicates a problem with the network.
You must also administer the switch if you add the Intuity system to a switch.

However, use a comma near the end of a sentence to separate contrasted coordinate elements or to indicate a distinct pause or shift.

Examples
Refer to the drive for a compact disc as the CD-ROM drive, not the CD-ROM player or the CD drive.
Write voicemail as one word, whether as a noun or an adjective.

Commas between independent clauses

An independent clause is a sentence. Words that introduce independent clauses are *and*, *but*, *for*, *or*, *nor*, *so*, and *yet*. These words are also called coordinating conjunctions. When the second independent clause in a sentence begins with a coordinating conjunction, use a comma before the coordinating conjunction.

+ Tip:

An independent clause has a subject and a verb and expresses a complete thought.

Examples
The web-based tools are optional, but you must enable the WebCast feature on a WebCast host computer.
The system starts the installation program for the audio bridge, and the software installation begins.
Press the Tab key, and then type an access number.

Commas between adjectives

When you use two adjectives of equal weight to modify a noun, use a comma between the two adjectives.

+ Tip:

If you can change the order of the adjectives without changing the meaning of the sentence, the adjectives are of equal weight and a comma is required.

Examples
Clean the fan with water and a <i>soft, dry</i> cloth.
You must record one greeting for TTY users and a <i>second, different</i> greeting for non-TTY users.

Commas with closing quotation marks

When a comma occurs next to a closing quotation mark, put the comma inside the quotation mark.

Example
If you hear the message "Login incorrect," your call is from a telephone to which attendant privileges are unassigned.

Dashes

Avoid the use of dashes as punctuation marks. Use dashes only as symbols and markers for lists.

Types of dashes

The two types of dashes include the en dash (–) and the em dash (—). *En* and *em* are terms that printers use to refer to the width of the dash. The en dash is equal to the width of the letter *n*. The em dash is equal to the width of the letter *m*. A *closed* dash is an en dash or an em dash without space on either side.

Using an em dash

Use a centered em dash (—) in table cells for which no data is available. The reader then knows that the omission is not an error.

Exception to using an em dash

Do not use an em dash as a punctuation mark within a sentence.

Exception for marketing content and internal communications

Use the em dash as a punctuation mark within a sentence to mark a change in thought or the direction of the message. Use this mark sparingly and not within a lengthy sentence that you can write as two shorter sentences. Do not include a space on either side of the dash.

Using an en dash

Use a closed en dash (–) for:

- Numeric ranges in tables but only if you must save space. Note that *to* or *through* is preferred for use in numeric ranges.
- The minus sign.

Exception for user input

When you describe user input where the user must type a hyphen (-) to represent the minus sign, use the hyphen instead of a dash.

Ellipsis dots

Do not use ellipsis dots in text, except in syntax lines or to indicate language that is omitted in examples of computer programs.

Hyphens

A hyphen joins words or parts of a word. The way you use hyphens can alter the meaning of certain words and affect the clarity of your content. Use the following guidelines to determine when to include hyphens in different types of phrases.

Hyphens with adverbs that end in *ly*

Do not use a hyphen with adverbs ending in *ly* when they precede another modifier.

As shown in the following example, use a hyphen with *commonly-used*. In this phrase, *used* is not a modifier.

Preferred	Discouraged
This section describes <i>commonly-used</i> commands.	This section describes <i>commonly used</i> commands.
The network uses <i>fully encrypted</i> data.	The network uses <i>fully-encrypted</i> data.
The information is based on a <i>highly regarded</i> study.	This information is based on a <i>highly-regarded</i> study.

Hyphen usage comparison for predicate adjectives and compound modifiers

Do not use a hyphen between predicate adjectives. Predicate adjectives complement the subject of the sentence and come after the verb. The noun comes before the adjectives.

Use a hyphen between compound modifiers. Compound modifiers come before the subject (noun) and modify the subject as a unit.

Examples of predicate adjectives	Examples of compound modifiers
ICMBs can be open access or <i>password protected</i> .	<i>Password-protected</i> ICMBs require callers to enter an authorization code.
The text is <i>left aligned</i> .	<i>Left-align</i> the text.
The ICM Caller Connection field is <i>read only</i> .	ICM Caller Connection is a <i>read-only</i> field.
Supervisors can access reports in <i>real time</i> .	Supervisors can access <i>real-time</i> reports.

Hyphen usage examples for compound modifiers

Use a hyphen between the following types of compound modifiers:

Type of compound modifier	Examples
Number + noun	10-digit number
Adjective + noun	High-level description
Noun + noun	Parent-child hierarchy
Number + abbreviation	2-GB cartridge tape drive
Numbers spelled out from 21 to 99	Twenty-eight candles
Time	Three-thirty train
Adjective + participle	Open-ended question
Noun + adjective	User-centric design

Exception for common compound modifiers

Some modifiers are used as a single concept and do not require a hyphen for clarity. The following table provides examples of compound modifiers that do not need hyphens:

Term	Examples
Call progress	Call progress tones
Central office	Central office switch
Class of service	Class of service options
Cut to service	Cut to service procedures
Direct inward dialing	Direct inward dialing trunks
Hard disk	Hard disk drive
Long distance	Long distance access code
Message waiting	Message waiting indicator
Switch hook	Switch hook flash
Voice messaging	Voice messaging system
Voice response	Voice response application

Hyphens with suspended compound modifiers

To prevent ambiguity, do not use suspended compound modifiers. Instead, repeat the omitted or suspended portion of the word or phrase, or rewrite the sentence to eliminate the modifier.

Sometimes, the modifiers in a compound modifier are separated by an intervening word. In a suspended compound modifier, a part of the modifier is separated from the rest of the compound.

Preferred	Discouraged
Passwords can include any combination of uppercase and lowercase letters.	Passwords can include any combination of upper- and lowercase letters.
The name must be a unique entry that consists of 1 to 10 characters.	The name must be a unique 1- to 10-character entry.

Hyphens with compound terms

Use a hyphen with compound terms even when the term does not function as a modifier. The following are examples of compound terms that require a hyphen:

- Add-in
- Add-on
- Double-click
- Right-click
- Top-right

Hyphens with prefixes

Do not use a hyphen between most prefixes and root words. Prefixes include anti, bi, co, inter, intra, macro, micro, meta, multi, non, post, pre, pro, re, semi, sub, un, under.

Preferred	Discouraged
You can access a list of <i>multimedia</i> endpoints.	You can access a list of <i>multi-media</i> endpoints.
Use the Call Coverage feature to <i>reroute</i> incoming calls to alternate phone numbers.	Use the Call Coverage feature to <i>re-route</i> incoming calls to alternate phone numbers..

Use a hyphen:

- When the root word is a proper noun, a number, or an abbreviation.
- With the prefix *self*.

Preferred	Discouraged
Record one greeting for TTY users and a different greeting for <i>non-TTY</i> users.	Record one greeting for TTY users and a different greeting for <i>non TTY</i> users.
The purpose of the field is <i>self-explanatory</i> .	The purpose of the field is <i>self explanatory</i> .

With a hyphen, *re-* means to do something again. For example, *re-cover* means to cover again, but *recover* has a different meaning. Avoid using words that have a different meaning when hyphenated to prevent confusion.

Double vowels

In general, do not use a hyphen when a prefix results in a double vowel and each vowel is pronounced. Otherwise, use a hyphen to avoid a double vowel.

Examples
Pre-engineered
Anti-inflammatory
Cooperate
Preempt
Reunite

Words formed with prefixes

The following table provides examples of words formed with prefixes.

When a word formed with a prefix is long and difficult to read, consider writing a description instead. For example, instead of writing *postinstallation*, write *after installation*. Similarly, avoid using words that have different meanings with or without a hyphen.

Prefix	Examples
anti	anti-inflammatory, antispyware, antivirus
auto	autoanswer, autodial
bi	bilingual, bimonthly
co	cooperate, coworker, coauthor, coordinate
extra	extra-administrative
hyper	hypertext

Table continues...

Prefix	Examples
infra	infrastructure
inter	interact, international, interdependent
intra	intranet
micro	microprocessor
meta	metadata, metafile
multi	multichannel, multilevel, multimedia, multipurpose  Note: When using <i>multiple</i> as a compound modifier, include a hyphen.
non	nonnegotiable, nonadjacent
post	postdate, postoperative
pre	preallocate, preempt, pre-engineered, prefix
pro	proactive
re	reenter, recover  Note: <i>Re-cover</i> means to cover again, but <i>recover</i> has a different meaning. Avoid using words, such as <i>re-cover</i> , which have a different meaning when hyphenated.
self	self-appointed
semi	semiconductor
sub	subsection, sub-Saharan, subclass
un	undo, unread, uninstall
under	underline, underscore

Hyphens with telephone numbers

For North American telephone numbers, use parentheses, to separate the area code from the seven-digit phone number. Use a space instead of a hyphen between the elements of an international telephone number.

Example
(614) 555-0123
44 (171) 555 0197

Related links

[Telephone numbers](#) on page 118

Parentheses

Within text, use parentheses with abbreviations, special characters, and equivalent metric or English measurements only. Avoid the use of parentheses to enclose other words or phrases

within a sentence. Sentences are always clearer when you delete the parentheses and write the information as a complete sentence.

Preferred	Discouraged
A controlling party such as a station user or an attendant can initiate multiple outgoing trunk calls and then connect the trunks.	A controlling party (station user or attendant) can initiate multiple outgoing trunk calls and then connect the trunks.
When Message Oriented Signaling Trunks in an ISDN network transport a bearer call, the system does not display information in the D-channel of the call.	When Message Oriented Signaling Trunks (ISDN) transport a bearer call, the system does not display information in the D-channel of the call.

Parentheses with abbreviations

Use parentheses around an abbreviation or an acronym after you spell out the words to which the abbreviation or the acronym refers.

Example
This section contains the procedure to install a remote field update (RFU).

Parentheses with special characters

When you refer to any of the special characters on the computer keyboard, include the symbol for the character in parentheses after the name.

Examples
Type a question mark (?) in the appropriate place for each digit that can be different.
The asterisk (*) matches any sequence of digits.
Substitute the correct data for any data that is inside angle brackets (< >).

Parentheses with optional plurals

Do not use parentheses to create optional plurals.

Preferred	Discouraged
You can administer mailboxes for internal use that are not part of a bulletin board.	You can administer mailbox(es) for internal use that are not part of a bulletin board.
You can administer one or more mailboxes for internal use that are not part of a bulletin board.	

See also [Optional plurals](#) on page 85.

Parentheses with equivalent measurements

Use parentheses to enclose equivalent metric or English measurements.

Example
The system includes a 13-inch (33-centimeter) monitor.

For when to use equivalent measurements, see [U.S. values and metric values](#) on page 79.

Parentheses with international telephone numbers

Use parentheses to enclose the area code in an international telephone number, unless the number is a toll-free number.

Example
44 (171) 555 0197

Periods

Periods at the end of sentences

Use a period after every sentence, even if the last word of the sentence is user input. Note that the period that follows the user input is in regular type.

Example
To end the network connection, type <code>exit</code> .

Use only one space after a period.

Periods with closing quotation marks

When a period occurs next to a closing quotation mark, put the period inside the quotation mark.

Example
The caller hears the message, "Please hold."

Exception for a period that is not part of the quoted string

In certain cases, if you place the period inside the quotation mark, the reader can infer that the period is part of the quoted string. In these cases, place the period outside the quotation mark to avoid ambiguity.

Periods with abbreviations

Do not use periods with abbreviations.

Exception for *in.*, *no.*, *a.m.*, and *p.m.*

Use periods with the abbreviations *in.* for *inch*, *no.* for *number*, *a.m.*, and *p.m.* Do not include a space after the first period in *a.m.* or *p.m.* Do not include a double period when any of these abbreviations ends a sentence.

* Note:

You can abbreviate *inch* and *number* in narrow table cells when you must save space, but not in text.

See also [Punctuation in lists](#) on page 68.

Quotation marks

This section provides rules for quotation marks:

- Around system messages
- Next to other punctuation marks

Quotation marks around system messages

Use quotation marks around spoken system messages.

Example
If you hear the message “Login incorrect,” your call is from a telephone to which attendant privileges are unassigned.

Closing quotation marks next to other punctuation marks

When a closing quotation mark occurs next to another punctuation mark, put the punctuation inside the quotation mark.

Exception for a punctuation mark that is not part of the quoted string

In certain cases, if you put the other punctuation mark inside the quotation mark, the reader can infer that the other mark is part of the quoted string. In those cases, put the other mark outside the quotation mark to avoid ambiguity.

Semicolons

In general, do not use semicolons in text. Even when two clauses are closely related, you can usually improve the clarity of the sentence if you use two separate sentences. Note that semicolons can be difficult to distinguish online.

Preferred	Discouraged
Use numbers for the month and the day of expiration. For example, type 1008 for October 8.	Use numbers for the month and the day of expiration; for example, type 1008 for October 8.
When a button is available, the label for the button is black. When a button is unavailable, the label is gray.	When a button is available, the label for the button is black; otherwise the label is gray.
A DS1 ISDN trunk uses a separate channel to signal. This mode of operation is known as out-of-band signaling.	A DS1 ISDN trunk uses a separate channel to signal; this mode of operation is known as out-of-band signaling.

Slashes

Avoid the use of slashes, except with fractions, file paths, and URLs.

Slashes in titles

Do not use slashes in titles. If you need to mention multiple applications in your document title or in another title, use commas and the word “and”.

Document title examples

Preferred	Discouraged
<i>Using the Avaya J169 and J179 SIP Deskphones</i>	<i>Using the Avaya J169/J179 SIP Deskphones</i>
<i>Using the Avaya 9621G, 9641G, and 9641GS SIP Deskphones</i>	<i>Using the Avaya 9621G/ 9641G/9641GS SIP Deskphones</i>

Chapter and section title examples

Preferred	Discouraged
Overview of the J169 and J179 phones	Overview of the J169/J179 phones
Configuring the TLS, TCP, and UDP transport types	Configuring the TLS/TCP/UDP transport types

Joining words with slashes

Do not use a slash to join two or more words. When you join words with a slash, you imply that the words are related, but you do not say how.

Preferred	Discouraged
The Agent reports provide a summary of the current activities of all agents in a split or a skill.	The Agent reports provide a summary of the current activities of all agents in a split/skill.
This document describes how to use the J169 and J179 phones.	This document describes how to use the J169/J179 phones.

Exception for joined words that refer to the same object

Use a slash with any phrase in which the joined words refer to the same object, as in *tip/ring circuit card*, *A/B switch*, *Asia/Pacific region*, and *read/write function*.

Forming optional plurals with slashes

Do not use a slash to indicate optional plurals.

Preferred	Discouraged
A report can consist of one or more tables, one or more charts, or a combination of tables and charts.	A report can consist of only (a) table/tables, only (a) chart/charts, or a combination of tables and charts.

Indicating a choice with slashes

Do not use a slash to indicate a choice, such as *either/or*, *he/she*, or *and/or*. Instead, add a word or two to clarify whether you mean one or the other or both, and thus avoid ambiguity.

Preferred	Discouraged
Use this screen to add or remove a new destination to or from the list of destinations for the current system message.	Use this screen to <i>add/remove</i> a new destination <i>to/from</i> the list of destinations for the current system message.
To send either the alarms or reports to an attendant, use P286 W1 F3.	To send the alarms <i>and/or</i> reports to an attendant, use P286 W1 F3.

Table continues...

Preferred	Discouraged
The system installs the migrated files with a different name or in a different directory or with both a different name and in a different directory.	The system installs the migrated files with a different file name <i>and/or</i> in a different directory.
Rearrange the circuit cards, the cables, or both to fit the new configuration output.	Rearrange the circuit cards <i>and/or</i> the cables to fit the new configuration output.

For alternatives to the use of *he/she*, see [Gender bias](#) on page 37.

Using slashes with fractions

Words or decimal equivalents are impractical forms for large or uncommon fractions. For large or uncommon fractions, use numerals and a slash to separate the numerator from the denominator.

Example
You need a 7/64-inch hexadecimal wrench to perform this procedure.

For more information, see [Fractions](#) on page 80.

Using slashes with file names and paths

Use slashes to separate the elements of file names and paths.

Examples
The process runs from the <code>/usr/openlink/bin</code> directory.
For your user name, type your domain and handle separated by a backward slash (<code>\</code>). For example, type <code>global\j.smith</code> .

* Note:

If necessary, use the terms *forward slash* (`/`) and *backward slash* (`\`) to differentiate between the slashes.

Using slashes with URLs

Use slashes to separate the elements of a URL.

Examples
http://www.avaya.com
http://esc.avaya.com/esc/index.asp

Sentences

In general, do not use more than 25 words in a sentence. Sentences with more than 25 words tend to be unnecessarily complex. A shorter sentence can also be complex if the sentence

contains too many prepositions or clauses. Try the following ways to make sentences less complex:

- Delete unnecessary or redundant words.
- Use active voice.
- Use simple present tense.
- Use a list.
- Rewrite sentences that contain multiple:
 - Instructions or events
 - Prepositions
 - Clauses

The following sections provide examples of each suggestion.

Delete unnecessary or redundant words

Preferred	Discouraged
To ensure that you synchronize the data correctly, always administer the primary server first. Then transfer the administered data to the secondary server.	When you create and follow a routine where you always perform administration on the primary server first and transfer the data to the secondary server, you are more likely to synchronize the data correctly.
This procedure describes how to connect a dual ACD link to the server.	This procedure describes the steps that are required to make the connection between a dual ACD link and the server.
The following table lists the installation tasks for which the customer is responsible.	The following table lists tasks for which the customer is solely responsible in order to support an installation.
If the primary server fails, you can use the secondary server.	Following a major failure event on the primary server, you have the option to change over to the secondary server.
The user can display entries.	The user has the ability to display entries.
If this value is zero, no restrictions are in effect.	If this value is zero, then no restrictions are in effect.
In this example, the Java server is part of the ITG.	For purposes of this example, the Java server is part of the ITG.

See also:

- [Do not use unnecessary adjectives](#) on page 74
- [Do not use unnecessary adverbs](#) on page 76

Use active voice

Preferred	Discouraged
Enter at least one character.	At least one character must be entered.
The call center manager can create and administer this page.	This page can be created and administered by the call center manager.
Use the System Parameters Features screen to start the Call Transfer feature.	The Call Transfer feature must be activated. This is accomplished with the System Parameters Features screen.
If a field has no entry, put the disconnect tone entry in the first Frequency Used field.	If there is a field with no entry, the disconnect tone entry should be placed in the first Frequency Used field.

See also [Voice, active and passive](#) on page 129.

Use simple tense

Preferred	Discouraged
If you bought...	If you have bought...
When you finish...	When you have finished...
Ensure that the hardware is installed.	Ensure that the hardware has been installed.
This procedure describes how to restore...	This procedure describes how you would restore...
...for which you want to...	...for which you would like to...
Calls are not forwarded...	Calls will not be forwarded...
You see this message if you try to restart the network too quickly	You will see this message if you have tried to restart the network too quickly.
The system makes no changes until you confirm the settings.	The system will not make changes until you have confirmed the settings.
You cannot communicate with the network terminal server until you change the IP address.	You will not be able to communicate with the network terminal server until you have changed the IP address.
You can also include labels.	You will also be allowed to include labels.
If all inodes are in use, the system cannot start new processes.	If all inodes are in use, the system will not be able to start new processes.

See also [Tense](#) on page 119.

Use a list

Many lengthy sentences contain items that you can separate from the text and put in a list. Use a list to make the text easier to read and the information easier for the reader to find.

Preferred	Discouraged
The central office (CO) sends calls to the switch over trunks that carry the calls between: • Two switches • A CO and a switch • A CO and a telephone	The central office (CO) sends calls to the switch over trunks that carry the calls between two switches, between a CO and a switch, or between a CO and a telephone.

See also [Lists](#) on page 63.

Use only one idea or one event in a sentence

If a sentence contains too much information, rewrite the sentence as two or more simpler sentences. Ensure that each new sentence contains only one instruction or idea or describes only one event.

Important:

Most of the preferred examples in the following table use more words than the original sentences. Never sacrifice clarity to decrease word count.

Preferred	Discouraged
When a caller presses 0, the system transfers the caller to an attendant. Therefore, you must create a policy that does not permit attendants to transfer callers to an outside line that has long distance access.	When a caller presses 0, the system transfers the caller to an attendant, so you must create a policy that does not permit attendants to transfer callers to an outside line that has long distance access.
If the primary server fails, the capability to move users to the secondary server depends on your plan to redirect the server traffic. For redirection options, see Redirecting the server after a failure event.	If the primary server fails, the capability to move users to the secondary server depends on your plan to redirect the server traffic, as discussed in Redirecting the server after a failure event.
To ensure that you synchronize the data correctly, always administer the primary server first. Then transfer the administered data to the secondary server.	To ensure that you synchronize the data correctly, always administer the primary server first and then transfer the administered data to the secondary server.

Eliminate multiple prepositions

If a sentence contains multiple prepositions, rewrite the sentence as two or more simpler sentences with fewer prepositional phrases.

Preferred	Discouraged
The position of the circuit card in the circuit card table defines the equipment numbers. The system displays the circuit card table in the Voice Equipment window.	The position of the circuit card in the circuit card table in the Voice Equipment window defines equipment numbers.

Table continues...

Preferred	Discouraged
This field shows the number of agents who are in the AUX work mode. This number applies to each reason code for the skills that you select.	This field shows the number of agents who are in the AUX work mode for each reason code for the skills that you select.

Eliminate multiple clauses in a sentence

If a sentence contains multiple clauses, rewrite the sentence as two or more simpler sentences with fewer clauses in each new sentence.

+ Tip:

Many clauses are relative clauses. Relative clauses are clauses that begin with *that*, *when*, *where*, *which*, or *who*.

Preferred	Discouraged
This section describes how to connect the remote console modem to the server. A technical support representative uses the modem to dial in and perform remote maintenance.	This section describes how to connect the remote console modem to the server, which a technical support representative uses to dial in and perform remote maintenance.
With the write command, you can download the ports and the settings that you select to a flat file. You can use this file later, such as when you want to use the editor.	With the write command, you can download the ports and the settings that you select to a flat file for use later, such as when you want to use the editor.
This program provides a screen that requests a user name and a unique password. The screen does not display the password that you type.	This program provides a screen that requests a user name and a unique password, which the screen does not display when you type the password.
When you select Design from the Report menu, you are in the Design Mode. You can see the current report, and you can also edit the report.	When you select Design from the Report menu, you can still see the current report, but you are now in the Design Mode, from where you can edit the report.

Special characters and symbols

This section provides guidance for using special characters and mathematical symbols.

Mathematical symbols

Do not include the name for a mathematical symbol when you use the symbol with a number. Do not use a space between the symbol and the number.

Examples
±5
>100

Names of special characters

The following table provides a list of common special characters with their names.

Character	Name
&	ampersand
< >	angle brackets
*	asterisk Use <i>star</i> when referring to the telephone keypad.
@	at
\	backslash
^	caret
©	copyright
°	degree
÷	division
\$	dollar
.	dot
[[]]	double brackets
...	ellipsis as the singular form, ellipses as the plural form Do not add a space between the ellipsis dots.
—	em dash
–	en dash
=	equal/equals
!	exclamation mark
/	forward slash
>	greater than
≥	greater than or equals
-	hyphen and also for a dash
"	inch
<	less than
≤	less than or equals
×	multiplication Use * if necessary to match software.
≠	not equals
#	number Use <i>pound key</i> to refer to the telephone button.
()	parentheses as the plural form, parenthesis as the singular form

Table continues...

Character	Name
%	percent
	pipe, vertical bar, or OR logical operator
+	plus
±	plus or minus
?	question mark
" "	quotes
®	registered trademark
~	tilde
™	trademark
—	underscore

Tables

Use a table to *show* the relationship between two or more related subjects while you also state the relationship in words. Data is usually easier to understand and use when you present the data in a table instead of a paragraph of text.

Note:

The hypertext links in this section are nonactive. The links are for examples only.

Related links

[Capitalization](#) on page 30

Column headings

Capitalize the first word of each column heading and all proper nouns that the heading contains.

When all column entries relate to the same unit of measure, include the unit of measure or the abbreviation in the column heading. Enclose the unit of measure or the abbreviation in parentheses. Do not repeat the unit of measure within the cells in that column. For an example, see the sample table [Table 1: Default settings for analog interface parameters](#) on page 116.

Exception for case-sensitive words

If the first word of a column heading is a case-sensitive lowercase word, rewrite the heading. If you cannot rewrite the table title, do not capitalize the first word.

Table cells

Capitalization

Capitalize the first word in each table cell and all proper nouns that you use within the table.

Exception for case-sensitive words

If the first word of a table cell is a case-sensitive lowercase word, rewrite the sentence or the phrase in the cell. If you cannot rewrite the sentence or the phrase, do not capitalize the first word.

Cells without data

If data is unavailable for a particular cell, insert a centered em dash (—) into the cell. The reader then knows that the omission is intentional.

* Note:

If the correct quantity inside a cell is zero, always insert the 0.

Decimals

Use a leading zero for values that are less than 1, such as 0.5.

Within columns, align numeric entries on the decimal point.

Mixing sentences and sentence fragments

Whenever possible, ensure that the items in a table cell are either all complete sentences or all sentence fragments but not a mixture of both. If you must mix sentences and sentence fragments, end each entry with a period.

Units of measure

If the units of measure differ within a column, place the units of measure or the abbreviations of the units of measure in each cell. For an example, see the *Default value* column in the following table.

Table 1: Default settings for analog interface parameters

Parameter	Default value	Restricted?
Answer delay	0 rings	No
DTMF on-time	DTMF on-time	Yes
Clipping duration	500 ms	Yes
Wink duration	300 ms	Yes

If the unit of measure is the same for all entries in the column, make the unit of measure part of the column heading. Enclose the unit of measure or the abbreviation of the unit of measure in parentheses. Do not repeat the unit of measure within the individual cells in that column. For an example, see the *Frequency (Hz)* column in the following table.

Table 2: Default settings for switch tone parameters

Tone	Frequency (Hz)	Description
Dial	404	Continuous

Table continues...

Tone	Frequency (Hz)	Description
Ring	375+425	1250 on, 250 off
Reorder	425	250 on, 250 off

Footnotes to tables

As a general rule, do not use footnotes.

If you must use a footnote, make the footnote one or more complete sentences. Do not use elliptic or telegraphic English. Use a superscript number to indicate a footnote.

Example
¹ If you use a DC rectifier, follow the installation instructions from the manufacturer.

Introducing tables in text

Introduce or otherwise mention all tables in the text.

Refer to the table by the title when a title exists. For an untitled table, use the phrase *in the following table* or *the following table shows*.

Examples
For tables with a title: - For a list of the default values, see Table 1: Default settings for analog interface parameters on page 116. - Enter an allowable value from Table 1: Default settings for analog interface parameters on page 116. For tables without a title: - Use the information in the following table to determine the status of the drive. - The following table shows the device IDs and the disk names.

Decision tables

Decision tables are also known as *if-then* tables. In a decision table, a sentence begins in the column heading and the information in the table cell completes the sentence. Many languages do not support this sentence-like structure. Try to convert the decision table into a simple sentence, bullets, or a standard table.

Preferred

1. Check the LED on the tape drive. Use the information in the following table to determine the status of the drive and whether you can remove the tape.

Status of the LED	Status of the drive	Remove the tape
Green and flashing	In use	No
Red and not flashing	Idle	Yes

Discouraged

1. Check the LED on the tape drive. Use the information in the following table to determine the status of the drive and whether you can remove the tape.

IF the LED is...	THEN the drive is...	AND you...
green and flashing	in use	cannot remove the tape.
red and not flashing	idle	can remove the tape.

Telephone numbers

This section describes the format for real telephone numbers and fictitious telephone numbers in text and examples.

Related links

[Hyphens with telephone numbers](#) on page 104

Using telephone numbers in examples

Use only fictitious telephone numbers for examples in text. Specifically, use the prefix 555 for the exchange and four digits between 0100 and 0199 for the rest of the number.

Examples
(123) 555-0197
800-555-0143

Formatting telephone numbers in text

The following rules apply to the format of both fictitious numbers in examples and real numbers in text. Real numbers include the telephone numbers for support hotlines, training centers, and other useful numbers.

Important:

Most toll-free numbers serve only the country in which the numbers originate. When you include a toll-free number, ensure that your readers know where the number works.

Telephone numbers for U.S. and Canadian locations

For U.S. and Canadian telephone numbers, use parentheses, not a hyphen, to separate the area code from the seven-digit phone number. For example, (123) 555-0197.

The country code for the United States and Canada is 1. Unless you are certain that a document will not be translated or distributed for use in another country, include the country code for the United States and Canada. Always include the country code when a telephone number is part of a list of numbers that includes both domestic and international numbers. For example, 1 (23) 555-0197

International telephone numbers

Use a space instead of a hyphen to separate the elements of international telephone numbers. For example, 44 (171) 555 0197

Place the area code within parentheses, unless the number is a toll-free number. For example, 0800 555 131

Formatting telephone numbers in examples

Certain applications can require the user to enter telephone numbers in a different format from the formats that are given here. When you provide *examples* of user input in the form of telephone numbers, show the same format that the relevant application requires.

Tense

The rules in this section describe how to use verb tense. Tense indicates the time in which a condition exists or an action occurs.

In almost all cases, use the simple tense. Use present tense unless an event occurs in the past or future.

Simple present tense

Preferred	Discouraged
Ensure that the hardware <i>is installed</i> before you perform this procedure.	Ensure that the hardware <i>has been installed</i> before you perform this procedure.
When you <i>complete</i> all the fields, the system displays the information.	When you <i>have completed</i> all the fields, the system displays the information.

Simple past tense

Preferred	Discouraged
The report includes the number of calls that <i>were</i> turned away because of PRI limits.	The report includes the number of calls that <i>had to be</i> turned away because of PRI limits.
The last occurrence of an error replaces an existing entry that <i>was assigned</i> the missing sequence number.	The last occurrence of an error replaces an existing entry that <i>had been assigned</i> the missing sequence number.
What reports are available depends on your switch type and whether you <i>purchased</i> the EAS feature or the Vectoring feature.	What reports are available depends on your switch type and whether you <i>have purchased</i> the EAS feature or the Vectoring feature.

Simple future tense

Use future tense to describe events or actions that will occur in the future.

Examples
After signing up, you <i>will</i> receive a confirmation email.
If you disable entry tones, you <i>will not</i> be notified when someone joins a meeting.

Do not use future tense as a substitute for present tense.

Preferred	Discouraged
The Extended Absence greeting <i>overrides</i> all intercom operations.	The Extended Absence greeting <i>will override</i> all intercom operations.
Before you can add the trusted server to the system, you <i>need</i> the following information.	Before you can add the trusted server to the system, you <i>will need</i> the following information.
You can use other web servers, but you <i>must</i> configure the other servers manually.	You can use other web servers, but you <i>will have to</i> configure the other servers manually.
You <i>must</i> make these changes each time that you update the application.	You <i>will have to</i> make these changes each time that you update the application.

Time and time zones

Use of numerals with units of time

Use numerals with all standard units of time. Do not use words to designate minutes or hours, even if the quantity is less than 10.

Preferred	Discouraged
For a large amount of data, the backup can take up to 4 hours.	For a large amount of data, the backup can take up to four hours.
The default is 5 minutes.	The default is five minutes.

Do not abbreviate units of time

Do not abbreviate standard units of time in text. Use the abbreviations in the following list only if you must save space in narrow table cells.

- nanoseconds (ns)
- milliseconds (ms)
- seconds (sec)
- minutes (min)
- hours (hr)
- months (mo)
- years (yr)

Format for clock time

Use the 12-hour clock to express time. Include zeros for even hours and the abbreviation *a.m.* or *p.m.*

Examples
5:00 p.m.
6:25 a.m.

Exception for marketing content and internal communications

Do not include zeros for even hours, such as *8:00 a.m.* Use, for example, *8 a.m.* or *8 p.m.* instead.

Exceptions for noon and midnight

Use the word *noon* instead of 12:00 p.m.

Use the word *midnight* instead of 12:00 a.m.

Exceptions for the 24-hour clock

If the situation calls for the 24-hour clock, use the phrase *24-hour time* instead of *military time*. If you must use the 24-hour time system, use colons to separate hours from minutes. For example, say *14:00 hours* and not *1400 hours*.

Format for time zone names

Do not abbreviate the names of time zones.

Use lowercase letters to designate time zones unless the name of the time zone includes a proper noun.

Do not specify daylight time or standard time. For example, say *eastern time* and not *eastern standard time* or *eastern daylight time*.

Examples
Central time
Eastern time
Greenwich mean time
Mountain time
Pacific time

Exception for internal communications

Avaya is based in New Jersey. Therefore, use the eastern time zone to identify the time for a company event, unless the event takes place in another country. If the event takes place in another country, use the local time. Include the time zone in parentheses after the clock time, and use the format that the following example shows.

Example
The all-employee audiocast begins at 10 a.m. (U.S. Eastern time).

Trademarks

Trademarks are names, symbols, slogans, or other devices that Avaya uses to distinguish Avaya products from the products of other companies.

- The registered trademark symbol (®) indicates that a trademark is registered with the U.S. Patent and Trademark Office.
- The trademark symbol (™) indicates the intent to use the name as a trademark but that the name is not registered with the U.S. Patent and Trademark Office.
- The service mark symbol (SM) indicates a service, instead of a product.

Using trademark symbols with Avaya products

Important:

The guidelines for using trademark symbols can vary depending on the Avaya product that you are documenting. Check with your program manager to make sure you are following the guidelines for your product.

Source product names from products.dita. For more information about using product names, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Refer [Avaya Inc](#) on page 29.

Units of measure

This section provides the rules and a table of abbreviations for units of measure.

Abbreviating units of measure

Use abbreviations for only those units of measure that occur repeatedly within your content. If you use certain units of measure only a few times, do not abbreviate the units of measure. Write out the units of measure in full each time.

Exception for simple units of measure

Do not abbreviate *inch*, *mile*, *foot*, or other simple units of measure except to save space in narrow table cells.

Important:

When you do not abbreviate units of measure, use the plural form for zero, such as *0 inches*. Use the singular for other quantities of one or less, such as *0.5 inch*.

Exception for units of measure without a number

Do not abbreviate any unit of measure that you use without a number.

Preferred	Discouraged
The table shows the relationship between the volume number and the actual change in volume, expressed in <i>decibels</i> .	The table shows the relationship between the volume number and the actual change in volume, expressed in <i>dB</i> .

Forming plurals of abbreviated units of measure

Do not add an s to the abbreviation for a unit of measure. Use the same abbreviation for both singular units and plural units.

Preferred	Discouraged
lb for <i>pounds</i>	lbs for <i>pounds</i>

Spacing between numerals and units of measure

Always include a space between a numeral and the unit of measure.

Example
Verify that the power supply is at 220 VAC.

Exception for compound modifiers

If the numeral and the abbreviated unit form a compound modifier, use a hyphen instead of a space, as the following examples show:

- A 1.44-MB disk drive
- A 20-GB cartridge tape drive

Using periods with abbreviated units of measure

Do not use periods with most abbreviations for units of measure.

Exception for inch

If you abbreviate *inch*, include a period (*in.*).

Note:

Abbreviate *inch* in narrow table cells to save space. Do not abbreviate *inch* in text.

Table of abbreviations of units of measure

Use the following abbreviations when the unit of measure occurs frequently in your document. You can also abbreviate units of measure in tables or images to save space.

Unit of measure	Abbreviation
ampere	A
bits per second	bps

Table continues...

Unit of measure	Abbreviation
British thermal unit	BTU
centimeter	cm
cubic centimeter	cm ³
cubic meter	m ³
decibel	dB
degree, angle	deg
degree Celsius	°C
degree Fahrenheit	°F
dots per inch	dpi
feet	ft
gigabits	Do not abbreviate
gigabits per second	Gbps
gigabytes	GB
gigabytes per second	GBps
gigahertz	GHz
gram	g
Hertz	Hz
inch	in.
kilobits	Do not abbreviate
kilobits per second	kbps
kilobyte	KB
kilobytes per second	KBps
kilogram	kg
kilohertz	KHz
kilometer	km
kilovolt	kV
kilowatt	kW
megabits	Do not abbreviate
megabits per second	Mbps
megabytes	MB
megabytes per second	MBps
megahertz	MHz
meter	m
milliHertz	mHz
miles	mi

Table continues...

Unit of measure	Abbreviation
millimeters	mm
milliseconds	ms
minutes	mins
months	Do not abbreviate
ounce	oz
pounds	lb
seconds	sec
square inch	in ²
square meter	m ²
volt	V
volts AC	VAC
volts DC	VDC
watt	W
years	Do not abbreviate

Verbals

The difference between a verbal and a verb is the way that you use the word in a sentence. A verbal is derived from a verb and looks like a verb but does not function as a verb. For example, *use* is a verb and *using* is a verbal.

This section describes two types of verbals:

- Gerunds
- Participles

Gerunds

A gerund is a word that functions as a noun and that is made up of a verb with an *-ing* ending.

Example
Frame <i>numbering</i> always starts at 0.

Participles

A participle is a word that functions as an adjective and that is made up of a verb and one of the following endings:

- *ing* for present
- *d*, *-ed*, *-en*, *-n*, or *-t* for past

Examples
Determine whether local <i>building</i> codes require the use of fire-retardant materials.
Verify the <i>installed</i> WebLM version.

Problems with gerunds and participles

Gerunds and participles can create ambiguity because they are easily confused with one another. Simplify your content by replacing gerunds and participles with simple verbs, nouns, or infinitives if you can do so without changing the meaning of the sentence.

The word *using* can result in ambiguity, especially in procedures. Use this word judiciously.

Suggestions for replacing verbals

The following table shows how to replace a verbal with a simple verb:

Preferred	Discouraged
Use the LAN Security screen to verify that the SNMP service is enabled.	Verify that the SNMP service is enabled <i>using</i> the LAN Security screen.
Use the new administrative values to restart the web service.	Restart the web service <i>using</i> the new administrative values.
<i>Edit</i> the configuration file to change administration field values.	Administration field values can be changed by <i>editing</i> the configuration file.

The following table shows how to replace a verbal with a noun:

Preferred	Discouraged
Higher code rates provide better quality <i>recordings</i> .	Higher code rates provide better quality <i>recording</i> .
Frame <i>numbers</i> always start at 0.	Frame <i>numbering</i> always starts at 0.

The following table shows how to replace a verbal with an infinitive:

Preferred	Discouraged
Use these reports <i>to track</i> call statistics.	Use these reports <i>for tracking</i> call statistics.

Related links

[Using](#) on page 26

Gerunds in titles

In task topic titles, use the gerund form of the verb instead of the infinitive or simple form. The gerund form of the verb is the *-ing* form.

Preferred	Discouraged
Connecting an external mouse	How to connect an external mouse
Assigning and changing users	Assign and change users

The *-ing* form of a word can be a verb, an adjective, or a noun. To avoid ambiguity in headings, include all words that you need to clarify the part of speech that the *-ing* form represents. In the discouraged examples below, the *-ing* form can be either an adjective or a verb.

Preferred	Discouraged
Adding peripheral equipment to the basic configuration	Adding equipment
IP routing protocols	Routing protocols
Using monitoring scripts to track channel activity	Monitoring scripts

Verbs

This section includes information on:

- Verbs that end in *-ize*
- Transitive verbs as intransitive verbs
- Nouns as verbs
- Verbs as nouns

Using verbs that end in *-ize*

You can use words with the suffix *-ize* if they are common or well-known. However, do not use *-ize* to invent new words.

Transitive and intransitive verbs

Do not use transitive verbs as intransitive verbs.

A transitive verb requires a direct object, which receives the action of the verb. Examples of transitive verbs include *display*, *complete*, *update*, and *route*. The meaning of a transitive verb is incomplete without a direct object.

An intransitive verb does not require a direct object. For example, the verbs *arrive*, *go*, *appear*, and *sit* are intransitive. Do not use *appears* to refer to something that is displayed on the screen in response to a user action.

The verb *open* can be used as a transitive verb and an intransitive verb. Do not use *opens* as an intransitive verb to describe the result of a step in a procedure.

Preferred	Discouraged
When you receive a call, the top area <i>displays</i> the name and phone number of the caller.	When you receive a call, the name and the phone number of the caller <i>displays</i> in the top area.
<i>Update</i> your browser.	Ensure that your browser <i>updates</i> .

Table continues...

Preferred	Discouraged
The Send All Calls feature temporarily <i>routes</i> calls to voicemail.	With the Send All Calls feature, calls temporarily <i>route</i> to voicemail.
The Options window is displayed.	The Options window <i>opens</i> .

Related links

[Passive voice](#) on page 129

Using nouns as verbs

Using nouns as verbs can result in awkward or ambiguous phrasing. Write your content in a way that is clear to your audience.

Preferred	Discouraged
Engineers usually <i>work</i> with the service providers to determine the system specifications.	Engineers usually <i>partner</i> with the service providers to determine the system specifications.
Use the data from these reports to <i>establish a baseline</i> on how the system operates under normal conditions.	Use the data from these reports to <i>baseline</i> how the system operates under normal conditions.
To implement ELA, you must <i>work</i> with the system administrator.	To implement ELA, you must <i>interface</i> with the system administrator.
You need these IP addresses to complete the <i>installation</i> .	You need these IP addresses to complete the <i>install</i> .
A <i>firewall</i> does not protect the subnetwork to the same extent that a firewall protects an internal secure LAN.	This subnetwork is not <i>firewalled</i> to the same extent that an internal secure LAN is firewalled.
The data in these reports is useful to establish and monitor <i>trends</i> in the call patterns of your users.	The data in these reports is useful for <i>trending</i> the call patterns of your users.

Changing verbs into nouns

Do not change a verb into a noun or bury a verb inside a longer noun. When a verb works in the same context, use the verb instead.

+ Tip:

Nouns that end in *-ance*, *-ence*, *-ity*, *-ment*, *-sion*, or *-tion* usually contain a buried verb.

Preferred	Discouraged
Use this field to ensure that the multipoint configuration <i>conforms</i> to the approved procedures for terminal setup.	Use this field to ensure multipoint configuration <i>conformance</i> to the approved procedures for terminal setup.
Small tools with universal motors do not <i>interfere</i> with the operation of the system.	Small tools with universal motors do not cause <i>interference</i> with the operation of the system.

Table continues...

Preferred	Discouraged
Ask the local agency that <i>enforces</i> building codes whether the codes require the use of fire-retardant materials.	Ask the local building code <i>enforcement</i> agency whether the codes require the use of fire-retardant materials.
Bridged call appearances can <i>reduce</i> the number of available feature buttons.	Bridged call appearances can result in the <i>reduction</i> of available feature buttons.

Voice

Voice refers to the relationship of the subject to the verb. This section includes a brief description of active voice and passive voice, and some suggestions for when to use each.

Function of active voice vs. passive voice

Active voice indicates that the person or the thing that is the subject of the sentence *does something*. Passive voice indicates that *something is done* to the person or the thing that is the subject of the sentence.

Passive voice

Sentences in passive voice do not require a subject. Therefore, if the reader does not need to know who performs the action, passive voice is acceptable.

Tip:

To identify passive voice, look for words such as *by*, *is*, *are*, *were*, and *can be*. Use this information as a guideline. The presence of these words is not an automatic indicator of passive voice.

Preferred	Discouraged
The Preferences window is displayed.	- The system displays the Preferences window. - The Preferences window displays.

Active voice

Always use active voice in procedural steps and address your audience directly. Active voice is also important when the reader needs to know who performs the action. Sentences in active voice are usually shorter and clearer.

Preferred	Discouraged
Use the Send All Calls feature to route calls to your voicemail.	You can route calls to your voicemail by using the Send All Calls feature.

Table continues...

Preferred	Discouraged
Use the System Parameters Features screen to enable the Call Transfer feature.	The Call Transfer feature must be enabled. This is accomplished via the System Parameters Features screen.
Type at least one character in this field.	At least one character must be typed in this field.

Related links

[Sentences](#) on page 109

Chapter 3: Word choice

This chapter provides an alphabetic list of:

- Words that writers often misuse in technical writing.
- The preferred computer and telephony terms for user documentation.



Important:

Use the preferred terms that are listed in this section except when the terms are inconsistent with the relevant interface or application.

above, below

Do not use *above* and *below* to indicate product version numbers.

You can use *above* and *below* to provide navigational or positional information. If the UI is simple and does not require this extra positional information, do not include it.

Use *following* instead of *below* when introducing a subsequent action, section, image, or table.

Related links

[earlier, later](#) on page 142

access

Use *access* as a verb to mean obtain access to. Do not use *access* to mean *start*, *create*, *get*, or *open*. Use a more specific verb or phrase instead. Use *access* as a noun only in the technical sense or the computational sense, as in *to obtain access to data or processes*.

Preferred	Discouraged
Supervisors can use this report to <i>get</i> more information on one particular agent.	Supervisors can use this report to <i>access</i> more information on one particular agent.
You can <i>access</i> your data from the company intranet.	You can <i>gain access to</i> your data from the company intranet.

Table continues...

Preferred	Discouraged
<i>Start</i> the program from the Start menu or from Windows Explorer.	Access the program from the Start menu or from Windows Explorer.

adapter, adaptor

Do not use *adaptor*. The preferred spelling is *adapter*.

affect vs. effect

Affect is a verb that means *to influence*. *Effect* is a noun that means *a result*. *Effect* can also be a verb that means *to accomplish*, *to complete*, or *to bring about*.

Affect	Effect
The number of applications that run simultaneously can <i>affect</i> system performance.	- The number of applications that run simultaneously can have an <i>effect</i> on system performance. - One <i>effect</i> of multiple applications that run simultaneously is slower system performance. - To <i>effect</i> a change in system performance, you must close one or more applications.

after vs. once

After is more suitable than *once* for a sequence of actions that come one after the other. Use *once* to mean one time.

Preferred	Discouraged
<i>After</i> you save the document, you can close the program.	<i>Once</i> you save the document, you can close the program.
You only need to perform this configuration <i>once</i> after logging in for the first time.	You only need to perform this configuration one time after logging in for the first time.

allow

Do not use *allow* in the sense of a program or application that permits a user to do something. Rewrite the sentence to show that a person uses the program to accomplish a task or perform an action. Whenever possible, use a phrase such as *you can* or similar wording.

Preferred	Discouraged
• Use the Reporting tool to generate several reports to monitor the voicemail system. • With the Reporting tool, you can generate several reports to monitor the voicemail system.	The Reporting tool allows you to generate several reports to monitor the voicemail system.

Related links

[enable](#) on page 143

[let](#) on page 149

[permit](#) on page 156

allowlist, whitelist

Use *allowlist* instead of *whitelist*. Write *allowlist* as one word.

An allowlist is a mechanism that explicitly lists approved IP addresses, domains, or other entries.

Examples
Add the avayacloud.com domain to your <i>allowlist</i> .
Set up an <i>allowlist</i> to always allow data from specific IP addresses.

Related links

[blocklist, blacklist](#) on page 136

alphabetical

Use *alphabetical* to mean alphabetical order.

Related links

[numeric vs. numerical](#) on page 153

among vs. between

Use *between* in the following ways:

- To compare two or more items
- To denote a one-to-one relationship
- To indicate a period of time or some other range
- To describe a position or spatial relationship

Use *among* when the emphasis is on undefined or non-specific relationships. *Among* is often used for items that are viewed as a group or to indicate belonging to a group.

Examples
You can set the number of data links <i>between</i> the two sockets.
New short codes take <i>between</i> 8 to 12 weeks to provision.
You can share folders and printers <i>among</i> members of your workgroup.

appears

Do not use *appears* to refer to something that the system displays on the screen in response to a user action.

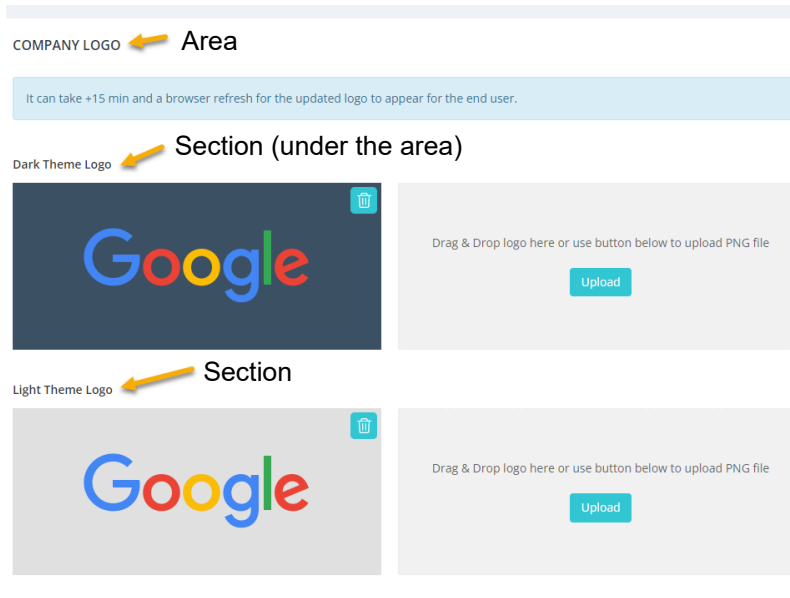
Preferred	Discouraged
1. Click Delete Skills . The Delete Skills dialog box is <i>displayed</i> .	1. Click Delete Skills . The Delete Skills dialog box <i>appears</i> .

Related links

[Transitive and intransitive verbs](#) on page 127

area vs. section in a GUI

The content on a page or window can be divided into multiple categories. Refer to each of these categories as an *area*. If the area has subheadings under it, use the term *section*.



assume

The word *assume* is often ambiguous and denotes that something might or might not be true. In general, avoid using *assume* in technical writing. The following are examples of situations where the word *assume* is acceptable:

Situation	Examples
Legal disclaimer	Avaya <i>assumes</i> no liability for any errors.
Command, script, or a similar technical context	Run the following command to enable the AWS image to <i>assume</i> the new vmimport role: <pre>aws iam create-role --role-name vmimport --assume-role-policy-document <file://trust-policy.json></pre>
A person taking on a role or the privileges that come with a role.	- Unauthorized participants cannot assume moderator rights. - The role trust policy specifies who can assume the role of an administrator.

Some documents use hypothetical examples based on an assumption. Rephrase these examples without the word *assume* if you can do so without affecting the meaning or clarity.

Preferred	Discouraged
In this example, the cluster database and load balancer are running on North American and European clusters.	This example <i>assumes</i> that the cluster database and load balancer are running on North American and European clusters.

back up vs. backup

Use two words when you write *back up* as a verb. Use one word when you write *backup* as an adjective or a noun.

Examples
<i>Back up</i> the files before you turn off the computer.
Save the <i>backup</i> files on a disk.

because vs. since

Since is a preposition of time that indicates the beginning point of an action. The action can be either continuous or one that has happened at one time or another within the period. Use *because* to explain the reason for an action.

Do not use *since* as a synonym for *because*. Do not start a sentence with *because*.

Examples
The secondary server cannot be administered <i>because</i> the primary server is not functional.
Avaya IP Office Soft Console is a part of the IP Office suite <i>since</i> 2009.

behave

When the subject is an inanimate object, do not use the verb *behave*.

Preferred	Discouraged
The LEDs are red for 5 seconds and then change to green for 5 seconds. If the LEDs do not follow this pattern, replace the circuit card.	The LEDs are red for 5 seconds and then change to green for 5 seconds. If the LEDs <i>behave</i> differently, replace the circuit card.

Related links

[Anthropomorphism](#) on page 27

blocklist, blacklist

Use *blocklist* instead of *blacklist*. Write *blocklist* as one word.

A blocklist is a mechanism that prevents a network from accessing certain addresses, domains, or other entries.

Example

Certain domains are on a *blocklist* of disposable domains.

Related links

[allowlist](#), [whitelist](#) on page 133

can vs. may

Use the verb *can* to:

- Indicate a choice.
- Describe actions or tasks that a user, program, or machine is able to do.

Use *may* for permission. In technical documentation, *can* is most often the correct verb.

Preferred	Discouraged
You <i>can</i> download multiple copies of the software, but the license agreement indicates that you <i>may</i> not have more than one copy.	You <i>can</i> download multiple copies of the software, but the license agreement indicates that you <i>cannot</i> have more than one copy.
A loop in an extended network <i>can</i> cause a bridge to forward traffic indefinitely.	A loop in an extended network <i>may</i> cause a bridge to forward traffic indefinitely.
You <i>can</i> share your whole screen or an application window.	You <i>may</i> share your whole screen or an application window.

Related links

[may vs. might](#) on page 151

check mark, checkmark

Write *check mark* as two words.

Preferred	Discouraged
The <i>check mark</i> in the Status column indicates a successful server connection.	The <i>checkmark</i> in the Status column indicates a successful server connection.

Related links

[Check box](#) on page 48

[Select and clear for check boxes](#) on page 58

click vs. select

Be as specific as possible when writing instructions. Use the appropriate verb for the device you are describing. For example, *click* is mouse-specific and *tap* or *swipe* is for mobile devices and touchscreens. If you are describing mobile and desktop interfaces in the same procedure, use *select* as an input-neutral term.

Continue to use *select* when you mean to:

- Mark text for operations such as copy or delete.
- Choose an option from a check box.

Examples
Select the text that you want to copy and then press Ctrl+C .
Select the Spaces check box.

Related links

[Click](#) on page 57

[Select](#) on page 58

[Select and clear for check boxes](#) on page 58

close

Use *close* when referring to applications, windows, and files. Do not use *quit* or *exit*.

Preferred	Discouraged
Click Cancel to <i>close</i> the Report Input window.	• Click Cancel to <i>exit</i> the Report Input window. • Click Cancel to <i>quit</i> the Report Input window.
To <i>close</i> the Supervisor application, click Exit .	• To <i>quit</i> the Supervisor application, click Exit. • To <i>exit</i> from the Supervisor application, click Exit.

cloud

In most cases, *cloud* is used generically as a common noun or adjective, and should start with an initial lowercase letter.

Examples
This application is available as a cloud service.
Use the web administration portal to provision phone numbers in the cloud environment.

Table continues...

Examples

With the rise in popularity of cloud computing, people are concerned about access to cloud-hosted data in the event of a natural disaster.

Exception

Use an initial capital letter when Cloud is used in a product or solution name, or at the beginning of a sentence. For example, Google Cloud is a name, so Cloud starts with an initial capital letter.

corrupted

Corrupted is the correct term to refer to a file or data that is damaged. Do not use *corrupt*.

Preferred	Discouraged
On a <i>corrupted</i> disk, the disk and file systems are still intact, and the disk needs only minor repair.	On a <i>corrupt</i> disk, the disk and file systems are still intact, and the disk needs only minor repair.

deaf

Deaf is the preferred term to describe the condition of people who cannot hear. Do not use *hearing impaired* as some people can perceive that term in a negative manner. *Hard of hearing* is the preferred term to describe the condition of people who have a partial hearing loss. In general, when you speak or write about a person with a disability, mention the person first and then the disability. For example, say *people who are deaf* instead of *deaf people*.

deskphone

Use *deskphone* to refer to Avaya telephones.

Related links

[phone](#) on page 156

[telephone](#) on page 162

desktop

Use *desktop* to refer to the screen that is displayed when you start your computer but before you start a program or an application. The desktop shows the menu bar and program icons. Use *desktop* with the preposition *on*.

dialog box

A dialog box is the small rectangular box that the UI displays when you need to confirm an action. Typically, a dialog box contains options, such as **OK** and **Cancel**, or **Yes** and **No**. However, the available options can vary.

Unlike a dialog box, a window contains more options. For example, a box where you can configure preferences or settings is a window.

Related links

[UI prepositions](#) on page 59

[window](#) on page 168

dialpad

Write *dialpad* as one word where possible. You can write *dial pad* as two words if your program uses this convention. However, the preferred spelling is *dialpad*.

Example
In your softphone application, click  to open the dialpad.

different from, different than

Use *from* when the next element of the sentence is a noun or a pronoun.

Preferred	Discouraged
A system upgrade is different <i>from</i> a product migration.	A system upgrade is different <i>than</i> a product migration.

double-click

Always hyphenate *double-click*. Do not use *double-click on*.

Preferred	Discouraged
<i>Double-click</i> the column heading.	• <i>Double click</i> the column heading. • <i>Double-click on</i> the column heading.

downtime

Write *downtime* as one word. Use *downtime* to describe the time when a server or program is down or unavailable. The downtime might be unexpected or a planned outage for maintenance purposes.

Preferred	Discouraged
No <i>downtime</i> occurs with an in-service upgrade.	No down time occurs with an in-service upgrade.

drag and drop

Use *drag and drop* to refer to the action of dragging content from one location and dropping it in another location. You can often drag a file from a folder on your computer and then drop it into a message to attach it.

The *drag and drop* action is common and users understand it. Do not rephrase to use *move* or *drag* on its own because this can change the meaning and does not describe the complete action. To complete the action, you need to drop the content you are dragging into the appropriate location.

Preferred	Discouraged
• <i>Drag and drop</i> the file into the Attachments area. • <i>Drag</i> the file and <i>drop</i> it into the Attachments area.	<i>Drag</i> the file into the Attachments area.

drill down

You can use *drill down* to describe the process of accessing data in a lower level of a hierarchically-structured database. For example, when you mean to:

- Click through a hierarchy of folders on a desktop or a series of menus in a GUI.

- Move from general information to detailed data. For example, use *drill down* when you mean to start a database search with a general category and then move in turn to a file, a field, and then a record.

Examples
You can <i>drill down</i> to see more detail about the data in your workspace. For example, you can review revenue for each product line and then <i>drill down</i> to analyze the revenue for each product.
You can also <i>drill down</i> on the labels and data elements of your chart, such as the legend labels, axis labels, or columns in a column chart.

earlier, later

Use *earlier* and *later* to indicate product version numbers. You can also use *earlier* and *later* to refer to another part of a section or chapter.

Preferred	Discouraged
In Release 6.0 and <i>later</i> , commands are grouped into three categories.	• In Release 6.0 and <i>above</i>, commands are grouped into three categories. • In Release 6.0 and <i>higher</i>, commands are grouped into three categories.
You must have TLS 1.2. <i>Earlier</i> versions are not supported.	You must have TLS 1.2. <i>Lower</i> versions are not supported.
Details about the Activity report are available <i>later</i> in this chapter.	Details about the Activity report are available in <u>Using Reports</u> .

Related links

[above, below](#) on page 131

email

Do not hyphenate *email*.

Preferred	Discouraged
You can <i>email</i> files to users outside the Microsoft Exchange system.	You can <i>e-mail</i> files to users outside the Microsoft Exchange system.

enable

Use *enable* to mean facilitate and *not* permit. You can use *enable* in the following ways:

- In a technical sense for adjusting hardware or software parameters.
- To explain how a feature or capability makes something possible or easier to perform.

Examples
Use the <code>-i</code> option to <i>enable</i> secondary command registration.
Call segmentation <i>enables</i> you to route the call to an agent.

end

Use *end* to refer to the termination of communications and network connections.

Examples
On the Tools menu, click Disconnect Network Drive to <i>end</i> the server connection.
Click Hang Up to <i>end</i> the call.

end user

An end user refers to the customer that uses the product or interface. Always write *end user* as two words. Do not hyphenate it.

Preferred	Discouraged
To prevent unauthorized network access, <i>end users</i> cannot access the management interface.	To prevent unauthorized network access, <i>end-users</i> cannot access the management interface.
You can include navigational images in <i>end user</i> content.	You can include navigational images in <i>end-user</i> content.

ensure vs. insure vs. assure

Ensure means to make certain or to guarantee. Use *assure* to state something positively and remove doubt. Use *insure* when referring to insurance.

Examples
Use this record to <i>ensure</i> that you complete the tasks that are required for the installation.

Table continues...

Examples
To <i>assure</i> the project manager that you completed all the required tasks, return the checklist before you leave the site.
Avaya <i>insures</i> technicians against personal liability when they work at a customer site.

enter

Use *enter* when users can either type a value or select it from a list. You can also use *enter* if users must start typing and then select the appropriate value.

Do not use *enter* as a substitute for the actions of *typing* a value and then *pressing* the `Enter` key.

Preferred	Discouraged
In the Time Zone field, <i>enter</i> your time zone.	In the Time Zone field, <i>type</i> or <i>select</i> your time zone.
In the Invite People field, <i>enter</i> the names of the people you want to invite.	In the Invite People field, start <i>typing and select</i> the names of the people you want to invite.
<i>Type</i> your password and <i>press</i> <code>Enter</code> .	<i>Enter</i> your password.

Related links

[type](#) on page 164

example

Example is a noun. Do not use *example* as an adjective.

Preferred	Discouraged
Figure 2 shows an <i>example of a</i> Frequency Specification screen.	Figure 2 shows an <i>example</i> Frequency Specification screen.

exit

Use *exit* within a command name or as the name of a UI element. Do not use *exit* to refer to the action of closing a program, window, dialog box, or file.

Preferred	Discouraged
Click Exit to close the Supervisor application.	Click Cancel to <i>exit</i> from the Supervisor application.

gray

Use *gray*, not *grey*. *Gray* is the preferred spelling.

grayed out

Use *grayed out* when an option is visible, but not available to use.

hang

Do not use *hang* to refer to a suspended operation. Where possible, use a more specific term, such as *unresponsive*.

Preferred	Discouraged
If the process is <i>unresponsive</i> , use Task Manager to close it.	If the process <i>hangs</i> , use Task Manager to close it.

health

Do not use *health* to refer to the condition or status of a computer system or inanimate object, unless the word is part of a product or application name.

Preferred	Discouraged
Four tests are available to determine the <i>condition</i> of a DID trunk.	Four tests are available to diagnose the <i>health</i> of a DID trunk.
The software continuously monitors the system <i>status</i> and tracks errors.	The software continuously monitors the system <i>health</i> and tracks errors.

Related links

[Anthropomorphism](#) on page 27

hit

Do not use *hit* as a synonym for the verb *press* when referring to keys on a computer keyboard or telephone keypad.

Do not use *hit* as a noun to refer to the results of a search or database query.

Preferred	Discouraged
<i>Press</i> Enter.	<i>Hit</i> Enter.
Each page displays up to 10 search results.	Each page displays up to 10 <i>hits</i> .

hostname vs. domain name

Hostname and *domain name* are common technical terms. Do not interchange the technical term *hostname* with *host name*.

In computer networking, a hostname is a unique identification label assigned to a device on a network. A domain name is a user-friendly name associated with a physical address on the internet.

Preferred	Discouraged
The FQDN consists of the <i>hostname</i> and <i>domain name</i> .	The FQDN consists of the host name and domainname.

icon vs. symbol

Use *symbol* to refer to a special character or a graphic representation of an object. Use *icon* to refer to a graphic representation of an object that a user can click and open on the screen.

if vs. whether

Use *if* for a conditional idea. Use *whether* for an alternative or possibility. Do not use *whether or not*.

Preferred	Discouraged
Look at the faceplate to determine <i>if</i> the LEDs are lit.	Look at the faceplate to determine <i>whether</i> the LEDs are lit.
You can decide <i>whether</i> to accept the call.	You can decide <i>whether or not</i> to accept the call.

in to vs. into

Write *in to* as two words when you refer to connecting to a program or application. In this case, *in* and *to* come one after the other, but are not directly related.

Use *into* as one word to mean being inside or moving inward. If you use *turn into* in place of *become*, write *into* as one word.

Preferred	Discouraged
Log <i>in to</i> the system as craft .	Log <i>into</i> the system as craft .
Slide the power supply unit <i>into</i> the chassis.	Slide the power supply unit <i>in to</i> the chassis.
When you answer a page call, it turns <i>into</i> a normal call.	When you answer a page call, it turns <i>in to</i> a normal call.

Related links

[log in, log out](#) on page 150

[on to vs. onto](#) on page 154

input

Do not use *input* as a verb. Instead, use *type* or another appropriate verb.

Preferred	Discouraged
<i>Type</i> your password.	<i>Input</i> your password.

interface

Do not use Graphical User Interface (GUI). Write *interface* or *UI* instead. Almost all interfaces are graphical, so the term GUI is redundant.

Consider that interface and UI are general terms. Where possible, be specific and clarify which interface or application you are referring to. This is especially important when describing a Command Line Interface (CLI) or some other specialized interface.

Preferred	Discouraged
Open the command line interface.	Open the interface.
At the command prompt, type <code>--help</code> to view a list of available commands.	In the UI prompt, type <code>--help</code> to view a list of available commands.
In the web administration portal, navigate to Certificate Management .	In the web GUI, navigate to Certificate Management .

keystore

Write *keystore* as one word. Do not capitalize this word unless it is at the beginning of a sentence.

Example

If the server certificate in the <i>keystore</i> expires, generate a new CA-signed certificate.

know

When the subject is an inanimate object, do not use the verb *know*.

Preferred	Discouraged
Avaya Aura® Messaging detects the time zones in which the network switches are located.	Avaya Aura® Messaging <i>knows</i> the time zones in which the network switches are located.
Ensure that you <i>know</i> your voicemail password.	Ensure that you have knowledge of your voicemail password.

Related links

[Anthropomorphism](#) on page 27

launch

When possible, use *start* instead of *launch*.

Preferred	Discouraged
<i>Start</i> the meeting.	<i>Launch</i> the meeting.

less vs. fewer vs. under

Use *less* with singular or uncountable nouns, units of measure, units of time, and money.

Use *fewer* to refer to countable items.

Use *under* to refer to a spatial relationship or position. Do not use *under* to refer to a quantity or number.

Preferred	Discouraged
You can complete these steps in <i>less</i> than 5 minutes.	You can complete these steps in <i>fewer</i> than 5 minutes.
Organizing content <i>under</i> headings makes it easier to read.	Organizing content below headings makes it easier to read.
If your company has <i>fewer</i> than 1000 users, you do not need a dedicated server.	If your company has <i>under</i> 1000 users, you do not need a dedicated server.

let

Do not use the word *let* to imply that a computer or other inanimate object gives or denies permission to a person.

Preferred	Discouraged
Use the report to retrieve data.	The report <i>lets</i> you retrieve data.

Related links

[Anthropomorphism](#) on page 27

[allow](#) on page 133

[enable](#) on page 143

[permit](#) on page 156

link, link together

Link together is redundant. Use *link* instead.

Preferred	Discouraged
The two domains are <i>linked</i> to enable the distribution of messages between both domains.	The two domains are <i>linked together</i> to enable the distribution of messages between both domains.

list

A list or drop-down list enables you to select an option. Unlike with a menu, the options in a list are not used to perform other actions. Many windows contain drop-down lists along with other elements.

When describing a drop-down list, only include *drop-down* as an adjective where required for clarity. Do not include *drop-down* if the list is clearly marked with an arrow in a window or page with few elements.

Related links

[Drop-down menu or list](#) on page 48

[menu](#) on page 151

login

Use *login* as a noun and as an adjective.

Example

On the <i>Login</i> page, type your username and password.
--

log in, log out

Use *log in* to describe the action of entering credentials to access a computer, mobile device, program, or application. *Log out* describes the action of disconnecting. After logging out, you might need to enter your credentials to log in again.

Examples

Type your username and password to <i>log in</i> to the Admin Center application.

If you <i>log out</i> , you do not receive notifications.

log on

You can use *log on* as a verb to describe a situation where you do not necessarily need to provide credentials to access digital content. For example, if providing credentials is optional or your account details are already saved.

Example

<i>Log on</i> to your email. If your account credentials are saved, you do not need to enter them.
--

may vs. might

Use *might* to express possibility, or when the result of an action is unknown or variable. Use *may* for permission.

In technical documentation, *might* and *may* are vague and can convey uncertainty. Rewrite sentences in the imperative form if you can do so without changing their meaning.

Preferred	Discouraged
Additional voice call capacity requires the purchase of additional software and <i>might</i> require additional hardware.	Additional voice call capacity requires the purchase of additional software and <i>may</i> require additional hardware.
The fan <i>might</i> continue to rotate after you remove the cover.	The fan <i>may</i> continue to rotate after you remove the cover.
The backup image contains one or more files.	The backup image <i>might</i> have more than one file.

Related links

[can vs. may](#) on page 137

menu

A menu or drop-down menu is a navigational element in the UI. The items in the menu enable you to perform another action. For example, when you click an item in a menu, a window or page might open.

Related links

[Drop-down menu or list](#) on page 48

more than vs. over

You can use both *more than* and *over* to indicate a greater quantity or numerical value. You can also use *over* to refer to a spatial relationship or position.

Examples
You can configure the server to retain messages for <i>more than</i> 30 days.
Place the keyboard cable <i>over</i> the connector pins on the circuit card.

mouse

Use *mouse* to refer to a computer mouse. If you need to refer to more than one mouse, you can use *mice*.

must

Use *must* to emphasize that the user has no choice but to follow a specific course of action. Do not use *must* when you mean *can*.

Only use the word *must* when you need to emphasize the importance of a mandatory action. For example, if the action must be done in a specific way or at a specific time. If you overuse this word, it loses its meaning. Instead of using *must*, state the action in the imperative form. You can use the imperative form in procedures or conceptual information.

Preferred	Discouraged
Send a confirmation email.	You <i>must</i> send a confirmation email.

Related links

[should vs. must](#) on page 160

need vs. want

Use *need* to indicate a requirement or obligation. Use *want* to indicate that the user has a choice of actions.

Example
If you <i>want</i> to use a laser printer, you <i>need</i> a laser printer driver.

Related links

[must](#) on page 152

notification

Use *notification* to refer to:

- An informational message that is displayed on your screen. In some cases, you might need to click the notification to complete an action, such as a download, or to obtain information.
- The incoming call notification from which you can answer or decline a call.

Examples

When you see an incoming call *notification* in Avaya Spaces or Avaya Workplace Client, you can accept or decline the call.

Click the *notification* at the bottom of your screen to install the application.

numeric vs. numerical

Use *numeric* to mean made up of numbers. For example, a numeric password or a numeric keypad. Use *numerical* when describing an analysis or data where one of the attributes is numbers. *Numeric* is usually the correct adjective.

Related links

[alphabetical](#) on page 133

of vs. for

Use *of* to express the following:

- belonging to
- with reference to
- derived or coming from
- resulting from or caused by

Do not use *of* after another preposition. Use *of* with RAM.

Use *for* to express the following:

- in place of
- instead of
- in favor of
- with the aim, or for the purpose of
- in order to be, become, get, have, or keep
- to be used in
- with regard to
- duration

Preferred	Discouraged
If the main power cables are <i>inside</i> the cabinet, route the ground cable through the top.	If the main power cables are <i>inside of</i> the cabinet, route the ground cable through the top.
You need at least 80 MB <i>of</i> RAM to run the application.	You need at least 80 MB RAM to run the application.
Type a description <i>for</i> your post.	Type a description about your post.

Related links

[UI prepositions](#) on page 59

on to vs. onto

Write *on to* as two words when you refer to logging on. In this case, *on* and *to* come one after the other, but are not directly related.

Use *onto* to mean being on top of or moving outward.

Preferred	Discouraged
You do not need to enter your credentials to log <i>on to</i> the network.	You do not need to enter your credentials to log <i>onto</i> the network.
Drag the icon <i>onto</i> the desktop.	Drag the icon <i>on to</i> the desktop.
Gently lower the cover <i>onto</i> the chassis.	Gently lower the cover <i>on to</i> the chassis.

Related links

[in to vs. into](#) on page 147

[log on](#) on page 150

output

To prevent ambiguity, do not use *output* as a verb. Instead, use a term that is specific to the kind of output, such as *display*, *print*, or *publish*.

You can use *output* as a noun.

Preferred	Discouraged
<i>Print</i> the document.	<i>Output</i> the document as a printout.
Publish a PDF <i>output</i> .	<i>Output</i> to a PDF.

Related links

[input](#) on page 147

page

When you open your browser or an application, it displays a page. For example, after you click **Home**, you see the page that you set as your home page. On some interfaces, you see a Dashboard page with various features or statistics.

Generally, a page occupies all or most of the screen. On the other hand, a window or dialog box is a square or rectangular box that displays over the existing page.

- Related links**
- [dialog box](#) on page 140
 - [screen](#) on page 160
 - [window](#) on page 168

pane

Some windows are divided into separate viewing areas or *panes*. You often see a navigation pane and a pane with content. Panes can either be static or moveable. Use lowercase to describe a pane that does not have a name or title. The following are examples of panes:

- A navigation pane with tabs or a hierarchical structure.
- A content pane that contains fields, switches, and other UI elements. For example, after clicking a tab, you see a content pane with the settings you must configure.
- A preview pane that you use to view content before printing or publishing it.
- The reading pane that you see after clicking an email message in Outlook.

Usage in documentation

When documenting a simple window or page, do not mention the panes. Describe a pane when you need to draw attention to it or if the interface is complicated and requires detailed navigational information.

The following table provides examples of scenarios where it is useful to mention the pane in your documentation:

Examples
When you click an email message, you see the content in the reading <i>pane</i> .
Before publishing, review your content in the preview <i>pane</i> .
The contact center application contains a navigation <i>pane</i> on the left and at the top of the screen.

- Related links**
- [window](#) on page 168

PC

Use *computer* instead of *PC*.

Exception for marketing content and internal publications

You can use the acronym *PC*. It is a well-known acronym, so you do not need to spell it out at the first instance.

percentage vs. percent

Use *percentage* without a number to indicate a general size. In product documentation, use the *percent* symbol (%) with a number to indicate how many out of 100, such as 20%. Without a number, spell out *percent* in text.

Examples
Ensure that the packet loss does not exceed 3%.
The chart displays the <i>percentage</i> of total memory that the server uses.

Marketing content and internal publications

Spell out *percent* in text. Use the percent symbol in charts and graphs.

permit

Do not use the word *permit* to imply that a computer or other inanimate object gives or denies permission to a person.

Preferred	Discouraged
On some modems, you can disable this timer so that outbound calls ring indefinitely.	Some modems <i>permit</i> you to disable this timer so that outbound calls ring indefinitely.

phone

Term	Usage	Examples
Phone	Use as a synonym for <i>telephone</i> . Do not use as a verb. Use <i>call</i> instead.	You can dial in to the meeting from any <i>phone</i> . Add a <i>phone number</i> to your account.

Table continues...

Term	Usage	Examples
Deskphone	Use to refer to Avaya tabletop or hard phone telephony devices.	Avaya J189 IP Phone
Mobile device, mobile phone	Use to refer to a cell phone or smartphone.	Install the app on your <i>mobile device</i> .
Softphone	Use to refer to any telephony application that is installed on a computer.	Use a <i>softphone</i> on your computer to make and answer calls.
IP phone	Use to refer to any phone that sends traffic over a TCP/IP network. IP phones are typically used for VoIP applications.	<i>IP phones</i> take full advantage of converged voice and data networks, while retaining the convenience and user-friendliness that you expect from a business phone.

Related links

[deskphone](#) on page 139

[telephone](#) on page 162

please

Do not use *please*. *Please* is unnecessary when you direct a user to take a certain action.

Preferred	Discouraged
Read the following sections carefully.	<i>Please</i> read the following sections carefully.
Before you start the installation, review the following checklist.	Before you start the installation, <i>please</i> review the following checklist.

P.O. Box

In an address, use the abbreviation *P.O.* Include a period after each letter. Do not add a space between the letters. Do not spell out Post Office. Note that *Box* begins with a capital *B*.

prompt

Use *prompt* as a verb to mean that the system requests information or an action from the user.

You can use *prompt* as a noun to refer to a command prompt or indicate that the computer is ready to receive input. Do not use *prompt* as a noun to mean a message or notification.

Example

For the virtual appliance deployment, the wizard *prompts* you for the hostname.

Related links

[notification](#) on page 152

recognize

In some contexts, *recognize* is a technical word that you must use to describe certain capabilities. Outside of these situations, avoid using recognize when the subject is an inanimate object.

Preferred	Discouraged
The script can process the digits 0 through 9, but it cannot process an asterisk (*) or a pound sign (#).	The script can <i>recognize</i> the digits 0 through 9, but it cannot <i>recognize</i> an asterisk (*) or a pound sign (#).

Using *recognize* in technical statements

The following is an example of a statement where *recognize* is appropriate for the described technology:

Example

The Contact database *recognizes* biometrics and grants access.

resolution

Do not use abbreviations, such as *hi-res* or *lo-res*. Write *high resolution* or *low resolution* in full.

Write *high resolution* or *low resolution* without a hyphen if the term comes after the noun. Include a hyphen when the term comes before the noun.

Examples

Use a monitor that is *high resolution*.

Use a *high-resolution* monitor.

Related links

[Hyphen usage comparison for predicate adjectives and compound modifiers](#) on page 101

right-hand, left-hand

Do not use *right-hand* or *left-hand* as adjectives to indicate position. Use *right* or *left*, *upper-right* or *upper-left*, or *lower-right* or *lower-left*, as appropriate.

 Tip:

Use directional text judiciously if your content is localized. In some languages, text is read from right to left instead of left to right. This could affect the directional information you provide.

ringtone

A ringtone is the sound you hear when you receive an incoming call. Write *ringtone* as one word.

run

Use *run* when referring to the process of executing or running a command or program.

Preferred	Discouraged
<i>Run</i> the <code>app install</code> command to install additional nodes in the cluster.	<i>Execute</i> the <code>app install</code> command to install additional nodes in the cluster.

Related links

[Punctuation in procedures](#) on page 94

sanity

Do not use *sanity* to refer to the condition, status, or operation of a computer system or inanimate object, unless the word is part of a product or process name.

Preferred	Discouraged
Verify that the microprocessor works properly.	Check the <i>sanity</i> of the microprocessor.

Related links

[Anthropomorphism](#) on page 27

screen

Use *screen* when referring to the physical device or monitor, your desktop, the home or lock screen on a mobile device, or the viewable portion of a display. The *screen* is the physical device on which you see a window. You can also use *screen* to provide general navigational information.

Examples
Click your profile name at the top-right of the <i>screen</i> .
Click Share to share your <i>screen</i> .

Related links

[page](#) on page 155

[window](#) on page 168

set up vs. setup

Use two words when you use *set up* as a verb. Use one word when you use *setup* as an adjective or a noun.

Examples
You can <i>set up</i> as many group spaces as you need to collaborate with your team.
The estimated <i>setup</i> time is 45 minutes.
Ensure that your <i>setup</i> includes space for a fax machine.

should vs. must

Typically, *should* refers to a recommendation or an ideal state. In technical writing, *should* is vague and is rarely helpful to users. Where possible, rewrite sentences in the imperative. Only use *must* to emphasize that the user has no choice but to follow a specific course of action.

Preferred	Discouraged
To help callers understand the options, record instructions as part of your personal greeting.	To help callers understand the options, you <i>should</i> record instructions as part of the personal greeting.
	To help callers understand the options, you <i>must</i> record instructions as part of the personal greeting.

Related links

[can vs. may](#) on page 137

[must](#) on page 152

simply

In general, do not use *simply*. *Simply* is unnecessary in most cases.

Preferred	Discouraged
Do not address a broadcast message. Instead, mark the message as broadcast.	Do not address a broadcast message. Instead, <i>simply</i> mark the message as broadcast.
If you do not want to expand the size of the database, select None .	If you do not want to expand the size of the database, <i>simply</i> select None .

solutions, products

Avaya marketing strategy does not focus on individual products but on solutions. A solution is a flexible mix of several products and capabilities that work together to achieve the desired results.

Preferred	Discouraged
Enterprise Class IP Telephony (ECLIPS) and Avaya IP Office provide an IP telephony <i>solution</i> for the small business.	Enterprise Class IP Telephony (ECLIPS) and Avaya IP Office provides an IP telephony <i>product</i> for the small business.

tab

Use *tab* as a noun to refer to a tab on a page or window. For other uses, add a word of description to make the meaning clear.

+ Tip:

When instructing users to click a tab, put the tab name in the uicontrol tag in our authoring environment. Otherwise, use the wintitle tag for tab names.

Preferred	Discouraged
Use the Tab key to move to the Time field.	<i>Tab</i> to the Time field.
Click the View tab .	Click View .
On the Posts <i>tab</i> , click + New Post .	On the Posts tab , click + New Post .

taskbar

Write *taskbar* as one word.

Examples
Click the notification on the <i>taskbar</i> .
Lock the <i>taskbar</i> on your Microsoft Windows computer.

telephone

Do not use *telephone* as a verb. Use *call* instead. Use *telephone* or *phone* to refer to telephones in general. Use *deskphone* to refer to Avaya telephones.

Related links

[deskphone](#) on page 139

[phone](#) on page 156

that vs. which

Use *that* to introduce a restrictive clause, which is a clause that is essential to the meaning of the sentence. Use *which* to introduce a nonrestrictive clause, which is a clause that you can omit without affecting the meaning of the sentence. If you can insert a comma before the clause, it is nonrestrictive.

Examples
The red dot indicates <i>that</i> you have new voicemail messages.
The available permissions are based on the company policy, <i>which</i> your company administrator sets.

then

Then is not a coordinating conjunction. Do not use *then* to join two independent clauses. Instead use *and* or some other coordinating conjunction.

Preferred	Discouraged
Click Save As <i>and then</i> type the name of the file.	Click Save As <i>then</i> type the name of the file.

Do not use *then* to introduce a subordinate clause that follows an *if* clause.

Preferred	Discouraged
If this interval expires, you must reset the timer.	If this interval expires, <i>then</i> you must reset the timer.

three-dimensional, two-dimensional

Write *three-dimensional* or *two-dimensional* in full unless you use these terms repeatedly in your document. The appropriate abbreviated forms are *3D* and *2D* with no hyphen.

timeout, time-out, time out

As a noun or adjective, both *time-out* and *timeout* are technically correct. In U.S. English, *timeout* written as one word is more common. Therefore, this is the preferred spelling.

For verbs and other uses, write *time out* as two words.

Preferred	Discouraged
Ensure that you configure the host <i>timeout</i> value.	Ensure that you configure the host <i>time-out</i> value.
Run this command to display the default SNMP <i>timeout</i> .	Run this command to display the default SNMP <i>time out</i> .
The TCP connections <i>time out</i> after a certain level of inactivity.	The TCP connections <i>time-out</i> after a certain level of inactivity.

to, in order to

For simplicity, use *to* instead of *in order to*.

Preferred	Discouraged
Click Back <i>to</i> return to the previous page.	Click Back <i>in order to</i> return to the previous page.

truststore

Write *truststore* as one word. Do not capitalize this word unless it is at the beginning of a sentence.

Example
If a <i>truststore</i> certificate expires, generate a new CA-signed certificate for the remote server.

turn on or off, shut down, restart

Where possible, use terms such as *turn on* and *turn off*, or *shut down* and *restart*. If required for clarity, you can use *power on* and *power off*. For example, when you are documenting a VMware tool that uses the terms power on and power off, you can use them for clarity and to prevent confusion.

Do not use power up or power down.

Preferred	Discouraged
<i>Turn on</i> the printer.	Power up the printer.

type

Use *type* to mean that you must manually input data. Do not use *type* if you can select an option from a list.

Example
Type <i>yes</i> in the Message Transfer field.

Related links

[enter](#) on page 144

update vs. upgrade

An *update* refers to an enhancement. In software, an *update* can be a simple patch or bug fix.

An *upgrade* refers to a new version of software and generally represents a more significant change than an *update*.

Examples
<i>Upgrade</i> from Avaya Aura® System Manager Release 8.x to Release 10.1.x.
Avaya provides periodic <i>updates</i> and patches for Application Enablement Services software.

upon

You can usually replace *upon* with *on*. When you introduce a condition or event, use *when* instead of *upon*.

Preferred	Discouraged
Create a new policy list based <i>on</i> an existing list.	Create a new policy list based <i>upon</i> an existing list.
<i>When</i> answering the call, the attendant hears call identification tones.	<i>Upon</i> answering the call, the attendant hears call identification tones.

username

Username refers to the login credential. Do not write user name as two words when describing the login credential. The *username* you enter to log in to a program or application is not necessarily the same as the name of the user. For example, John Smith is a name, but the username might be smithj1.

Preferred	Discouraged
On the Login screen, type your <i>username</i> and password.	On the Login screen, type your user name and password.

utilize vs. use

Utilize can mean:

- Finding a practical use for.
- Using something for a special purpose that it was not designed for.

Use is usually the correct verb. Do not replace *use* with *utilize*.

Examples	Description
Some agents cannot <i>use</i> the new computers.	This sentence implies that the computers are not working.
The installation technicians rarely <i>utilize</i> their deskphones because they are usually traveling.	This sentence implies that the technicians rarely find ways to employ the deskphones.

versus or vs.

In headings and titles, use the abbreviation *vs.* in lowercase letters. In text, spell the word out.

In a heading	In text
Out-of-service upgrades <i>vs.</i> in-service upgrades	This section describes other advantages of an in-service upgrade <i>versus</i> an out-of-service upgrade.

voicemail

Write *voicemail* as one word. Do not hyphenate it.

 Note:

In the past, the preferred spelling was voice mail. However, most style guides now recommend using *voicemail*.

Preferred	Discouraged
Callers can use <i>voicemail</i> to leave a message for the extension user.	Callers can use voice mail to leave a message for the extension user.
Callers can hang up or leave a <i>voicemail</i> message.	Callers can hang up or leave a voice-mail message.

web

All uses of *web* as a modifier are lowercase except when following the user interface and in feature names.

The following are examples of web-based terms that are one word:

- webpage
- website
- webcam
- webcast
- webmaster

The following are examples of web-based terms that are hyphenated:

- web-centric
- web-based
- web-enabled

The following are examples of web-based terms that are two words:

- web address
- web browser
- web content
- web interface

want

You can use *want* to indicate a choice. Do not use *want* when the subject is an inanimate object.

Preferred	Discouraged
When the Agent Blending feature receives the signal to release the agent, the connection breaks.	When the Agent Blending feature <i>wants</i> to release the agent, the connection breaks.

when vs. while

When is more specific than *while*. Use *when* to describe a short action with a specific timeline.

Examples
<i>When</i> you create a post, you can include attachments.
<i>When</i> you receive a call, you can answer or decline it.

Use *while* for an action or event that occurs over an undefined period of time. You can also use *while* to describe simultaneous actions or an interruption that occurs during an event.

Examples
<i>While</i> you are on a call, you can make another call and then merge them.
An upgrade can take several hours to complete. Do not turn off your computer <i>while</i> an upgrade is in progress.

widget

A widget is a mini application or accessory. For example, your computer or mobile device might show a card or a small area with the current weather forecast. You can click this weather widget to open a more detailed weather forecast in your browser.

wildcard

A wildcard is a placeholder character, which is often represented with an asterisk (*). However, some programs might use another character, such as x, to represent a wildcard.

Write *wildcard* as one word. Start this word with a lowercase letter except at the beginning of a sentence.

Examples
You can use <i>wildcard</i> entries after the protocol or domain.
Enter x characters as <i>wildcards</i> to match multiple users.

window

Use *window* in relation to a software program or application. A window is a box that opens after you click an option in the UI. You usually use a window to perform actions, such as add information, manage preferences, or configure settings. In some cases, a window displays a summary or read-only information.

A procedure typically mentions a window when it first opens. Therefore, *on* is usually the correct preposition.

Preferred	Discouraged
On the User Preferences <i>window</i> , click the Notifications tab to manage visual and sound notifications.	- In the User Preferences dialog box, click the Notifications tab to manage visual and sound notifications. - On the User Preferences screen, click the Notifications tab to manage visual and sound notifications.

Related links

[UI prepositions](#) on page 59
[dialog box](#) on page 140

wish

Do not use *wish*. Instead, use *want*.

Preferred	Discouraged
You might <i>want</i> to change some of these parameters as your business needs change.	You might <i>wish</i> to change some of these parameters as your business needs change.

Related links

[need vs. want](#) on page 152

Chapter 4: Screenshot usage

Use screenshots judiciously to help users understand navigation or complex tasks. Consider that screenshots can increase costs and maintenance, so ensure that you use them in a way that adds value for the user.

This chapter provides guidance about when and how to use screenshots in documentation.

Considerations

Before adding a screenshot in a procedure, analyze the complexity of the task to determine whether the screenshot is useful and provides clarity. When there are no screenshots, ensure that the procedure clearly describes windows, buttons, and other UI elements.

Ensure that you have access to an up-to-date environment to maintain screenshots. Check the interface frequently to ensure that your content is correct. If you do not have access to the interface, ask the development team to help you get the screenshots you need.

Before using screenshots, consider the following:

- The Avaya DITA/XML information model uses a structured approach with clear, simple procedures. This reduces the need for screenshots for simple tasks. You might still need screenshots for complex tasks.
- Usability studies show that users can confuse screenshots with the real application.
- The placement of screenshots is important. Large screenshots force the user to scroll down, which can slow down their access to the next piece of information.
- Content that uses text is more accessible to users with certain disabilities than content with images. For example, a screenshot can confuse users with vision loss who require a screen reader.
- Adding and maintaining screenshots can take a lot of time. When you add the image, you might need to edit it to ensure that it does not show real names and contact information. If the interface changes frequently, you must revise and edit the image each time there is a change. Consider whether the value the screenshot provides outweighs the amount of work required.

Best practices for using screenshots

Use the following guidelines to determine when and how to use screenshots:

What to do

- Use a screenshot to illustrate a complex task. The screenshot can alleviate the need for long and confusing steps.
- Use icon images within procedures, so users can see exactly what to click in the UI.
- Consider including navigational screenshots in end user content to provide context and help to orient the user. For example, at the beginning of a chapter about the chat feature, add a screenshot showing the chat module in the UI. Including a screenshot at the beginning of a chapter or section might also reduce the need for screenshots within procedures.
- Add accessibility or alt text for each screenshot and for icon images without a name. When you update an image, you might also need to revise the associated alt text.

What to avoid

- Do not use screenshots for simple steps. The user usually has the application open, so screenshots for straightforward steps do not add value.
- Do not use screenshots to repeat the text in a step. Use text to explain the tasks that the user performs and the purpose of these tasks.
- Do not use screenshots for aesthetic purposes. For example, do not use screenshots to break up long passages.

Alt text guidelines

Use alt text for all types of images. Alt text describes what the image shows and is important for users with vision loss who rely on screen readers. The screen reader reads the alt text and surrounding text aloud. Ensure that the alt text you add for an image is concise and descriptive. Avoid mentioning colors because that will likely not be meaningful for a person who is blind or has vision loss.

Use consistent terminology in alt text. For example, use *star* for the * symbol and use *pound* for the # symbol.

The alt text for an icon image should provide the name of the icon or a brief description of it. You do not need to include the name of the icon in brackets after the image. The following example image shows how to add alt text for an icon image:



Best practices for writing alt text

The importance of the image and the information it conveys affect how much detail the alt text requires. Some images require a more detailed description. Only describe the elements of the image that the reader must visualize to understand the content. Do not repeat information that the text already provides. Instead, determine what the image shows that the text does not already describe.

The ideal alt text description provides a visually impaired person with an experience that is equivalent to the experience of a fully sighted person. A fully sighted person views the image in context. Therefore, to provide the same information as the original image, you must explain the context and purpose of the image.

Inline graphic	Alt text example
To scroll through the entries, press ◀.	Left arrow key. The left arrow key is located on the left half of the large volume control button that is centered above the dial pad.

In an image that shows people and other objects in the background, ensure that the alt text you include is brief. Do not describe what each person looks like. For example, if the image shows an office environment, the alt text can simply say “A busy office environment with people working.”

Provide a logical overall orientation

Start with a general statement of what the image shows and then go into more detail about specific elements. For example, if the image shows a deskphone, the first statement in the alt text should indicate the deskphone model and then you can go on to describe the layout of the phone.

When writing alt text, try to describe the image elements in the order that is most useful to a user. For example, describe the most frequently-used elements first. When in doubt, describe the elements from top to bottom, left to right, or however the elements are most logically oriented in the image.

Provide physical reference points

Define and use one or more reference points within the image. For example, some Avaya deskphones have a large volume control button that is directly below the LED display. You can use this large button as a point of reference to help the reader with vision loss to locate other buttons. Describe other buttons as being to the left or the right, above or below, or elsewhere relative to this larger, distinctive button.

You can also use the points of the compass and references to clockwise or counter-clockwise to convey the relative placement of elements in the image.

Provide tactile and spatial characteristics

The fact that a button has a tactile distinction from other buttons is important information. Wherever appropriate, explain that a button has a different shape, a different size, or a different

feel than surrounding buttons. For example, on some deskphones, the keys on the dialpad are shaped differently from the feature buttons.

Image formats

You can use PNG or SVG images. PNG is a low-resolution image format. You can use a PNG for icon images and screenshots without call-out text. SVG is a high-resolution image format. In addition to being clearer, call-out text that you add to an SVG can be localized. Therefore, SVG is a good choice for topologies and screenshots that require call-out text. Using an SVG eliminates the need to use numbered call-outs with a table underneath the image. For more information about SVG images, see *DITA and Tridion Docs Work Instructions and Guidelines*.

Important:

For localization, ensure that the text you add to an SVG image uses Arial font. The font size must be 14 pt. or higher. The font affects translation. For example, Korean and Chinese characters are corrupted if you do not use the correct font.

Chapter 5: Writing for international audiences

When you develop user content, think globally. Although not all your content is translated into other languages, users who are not native speakers of English view and use your content.

Many projects depend on localization agencies and in-country verifiers to ensure that Avaya products and documentation are appropriate to use in other countries. Writers can do many things to make the localization process easier and improve the quality of the end results. The process of writing and designing for an international audience is known as *internationalization*, or sometimes *localization enablement*.

When you take specific actions to prepare user information for an international audience, you:

- Increase the accuracy of the localized product.
- Decrease the time to market the localized product.
- Decrease the cost of the localized product.

Internationalization includes standards for:

- Style
- Content
- Format and design

Style standards

The English language includes grammatical and word constructions that, when translated, can result in cumbersome and time-consuming attempts to guess at and approximate the intended meaning. These standards contain some of the most common linguistic ambiguities that can cause problems for a global audience.

Writing for a global audience requires a clear, usable structure and wording. Ambiguities in grammar, punctuation, or terminology can cause misunderstandings and frustration. Translation of content into other languages requires that your text:

- Is easy to translate accurately.
- Is ready for machine translation, which cannot decipher intended meanings from ambiguous text.

- Is clear and easily understood by all readers, including those whose native language is not English.
- Uses terminology consistent with other Avaya documentation, online help, and content.

To prepare information for an international audience, follow the rules and suggestions in this document. With these guidelines, you ensure that Avaya documents always use:

- A consistent writing style
- Standard terminology
- A controlled set of grammar rules

Words and phrases to avoid

The following table contains common word choices that might cause problems for translators and non-native English speakers. The words to be avoided and their preferred alternatives are in italics.

Avoid	Preferred	Why
<i>Once</i> you complete the question parameters, DHTML Editor displays the questions and answers seen by the agent.	<i>After</i> you complete the question parameters, DHTML Editor displays the questions and answers seen by the agent.	<i>Once</i> usually means one time.
<i>For instance</i> , changing a customer's address	<i>For example</i> , changing a customer address	<i>Instance</i> has multiple meanings, including database instance, that can cause translation problems. Also, do not use the possessive s.
Print statements are disabled <i>since</i> they are exorbitantly expensive in terms of execution time.	Print statements are disabled <i>because</i> print statements are exorbitantly expensive in terms of execution time.	<i>Since</i> indicates time and is translated as after, or from then until now.
Do not use the Open command <i>as</i> the user document opens automatically.	Do not use the Open command <i>because</i> the user document opens automatically.	<i>As</i> has multiple meanings. Do not use <i>as</i> to mean <i>because</i> .
Contains information about the graphical aspects of the block, such as its color and shading, <i>as well as</i> information about the snap points.	Contains information about the graphical aspects of the block, such as the color and shading, <i>and</i> information about the snap points.	<i>As well as</i> can also mean <i>as good as</i> .

Attributive noun strings

Avoid stringing nouns together in an ambiguous way. This makes content harder to read.

Related links

[Noun compounds](#) on page 75

Consistent word usage

- Use words that have only one meaning.

Preferred	Discouraged
The threshold triggers a <i>series</i> of alarms.	The threshold triggers a <i>string</i> of alarms.

- If a word has several meanings, use only one meaning of the word.

Many words have multiple meanings. If you cannot replace a word with one that has only one meaning, use the same meaning throughout your documentation. For example, *command* has multiple meanings. Only use *command* to refer to an instruction, such as a computer command.

Preferred	Discouraged
The Blender client on the agent desktop issues a Ts.Ready <i>command</i> to the Telephony server.	To customize IC Scripts, you need a good <i>command</i> of the Visual Basic for Applications (VBA) language.

- Use words that have only one part of speech.

Preferred terms work as one part of speech. For example, *contain* and *house* can be synonyms. However, *contain* is preferred because this word can only be used as a verb.

Preferred	Discouraged
The cabinet <i>contains</i> the multiplexers.	The cabinet <i>houses</i> the multiplexers.

- If a word is used as more than one part of speech, use the word as only one part of speech.

For example, *display* can be a noun or a verb. Always use *display* as a verb. Do not use *display* as a noun.

Preferred	Discouraged
When you select the block in the Work Area, Workflow Designer <i>displays</i> the property sheet of the block.	You can see the search results on the <i>display</i> .

Product names and UI references

Do not change UI references. For example, if the UI says **Audio/Video Settings**, do not shorten the text to **A/V Settings**.

Avoid adding extra words to product names. For example, if the product is Avaya CU360, do not write “Avaya CU360 software”.

Do not overuse the product name. Not only is this redundant, but it can cause translation difficulties. The same product name might have different contexts. For example, the product name might refer to both software and a device. Depending on the context, the grammar can vary in different languages.

Metaphors

Do not use metaphors. Use literal and general terms that are not specific to a culture or a region.

Preferred	Discouraged
understand	get a good grasp of

Content standards

Allow for text expansion

Text that is translated from English usually requires more space in the target language. Depending on the language, estimates for additional space requirements vary from 30% to 200%.

To allow for this expansion of translated text, keep headings and labels concise. When including an SVG image with call-out text, keep call-outs brief and leave room for expansion when the image is translated.

Text expands vertically for Asian languages. Line spacing and font size might need to be increased by about 50% to fully display characters and maintain readability. Font type, font size, and type direction can all change in Eastern European, Middle Eastern, and Asian languages.

Related links

[Image formats](#) on page 172

Use generic references and examples

Localizers must usually change your references to dates, times, currency, street addresses, and telephone numbers to the formats that the target country uses. When possible, do not use these values in references and examples.

Instead of *dollars*, use *money*, *cost*, or a similar term to refer to currency. *Dollars* is specific to the currency of the United States and some other countries.

Preferred	Discouraged
Reduce communications costs with Avaya Communication Services.	Avaya Communication Services can help you save your communication <i>dollars</i> .
If you plan to invest in a communication system, why limit the reach of the system to just the people who sit in the office?	If you plan to spend valuable <i>dollars</i> on a communication system, why limit the reach of the system to just the people who sit in the office?

Avoid alphabetic organization

Translators must reorganize documents or sections of documents that are in alphabetic order to correspond to the sorting order of the target language. Translators must also change references to alphabetic ranges or alphabetic searches. Translators might have to make these changes

repeatedly for each target language. Therefore, avoid alphabetic organization. Instead, sort content based on user priority or in categories. For example, group content related to video calls in one category.

Be culturally neutral

Do not use color to indicate meaning. Colors do not convey the same concepts in all countries. For example, red, green, and yellow symbolize stop, start, and caution, respectively, in the United States but not in all other countries.

Do not use ethnocentric images that can be misinterpreted in other countries or cultures.

Use terms that reflect geographic destinations to identify races or ethnic groups and regions.

Preferred	Discouraged
The software can process some discontinuous <i>international</i> dial tones, such as the dial tones in Japan and some other <i>Asian</i> countries.	The software can process some discontinuous <i>foreign</i> dial tones, such as the dial tones in Japan and some other <i>Oriental</i> countries.

Do not use the term *America* when you mean the United States. The United States is a country in North America. The *Americas* region includes North America, Central America, and South America.

Avoid references to the specific season of the year unless the season is important to the content.

International signage

The following basic icons and symbols are part of the international signage set for international safety, mass transit, and communication. These icons are deemed to be universally understood.



Include metric measurements

Insert the equivalent metric measurements in parentheses after the U.S. values.

Examples
The system includes a 13-inch (33-centimeter) monitor.
Use this method when you install the server and the Intuity Audix system within 50 feet (15 meters) of each other.

Exception for original metric values

When you provide the U.S. values first, you imply that the metric values are conversions and not the original specifications. If the measurements or other values are originally metric, list the metric values first. Follow the metric values with the U.S. equivalents in parentheses.

Exception for marketing content and internal communications

Marketing content and internal publications do not require metric measurements.

Include international contact information

You must include a valid telephone number or other valid contact information for your international audiences. Most 800 numbers are not valid outside the United States.

Include the country code for domestic telephone numbers

The country code for the United States is 1. If your document will be translated or distributed for use in another country, include the country code for the United States with all domestic telephone numbers. Always include the country code for domestic numbers in a list of numbers that also includes international numbers.

Preferred	Discouraged
1-212-555-1212	212-555-1212

Related links

[Telephone numbers](#) on page 118

Keywords and indexes

The translation of keywords and indexes can be a complicated process. For example, two synonymous English entries that occur on different pages might both translate to a single word. The keyword list requires a great deal more work than simple translation.

Use the following guidelines to help the translation process go more smoothly:

- Select words that mean precisely what you intend them to mean.
- Use only as many keywords as necessary to provide users with easy access.
- Minimize unnecessary keywords and synonyms.
- Supply your localization project manager with any guidelines for keywords and indexing, if applicable. Guidelines can vary depending on the project.

Related links

[Indexes](#) on page 42

Writer guidelines for machine translation

To ensure high-quality machine translation outputs before post-translation human editing, use the following writing best practices:

Simple sentence structure

Ensure that each sentence contains one idea. Try to keep each sentence shorter than 25 words because this sentence length is the easiest for a machine to translate.

Consistency

The machine translation engine detects repeated phrases and accurately translates them. Write sentences consistently, especially when they are repeated multiple times. This consistency reduces costs.

Ensure that you also use consistent terminology and style throughout your documentation.

Clear terminology

Do not use terms that an international audience can misinterpret or that have different meanings in certain environments. For example, avoid the words *domestic* and *foreign*.

Follow conrefing guidelines

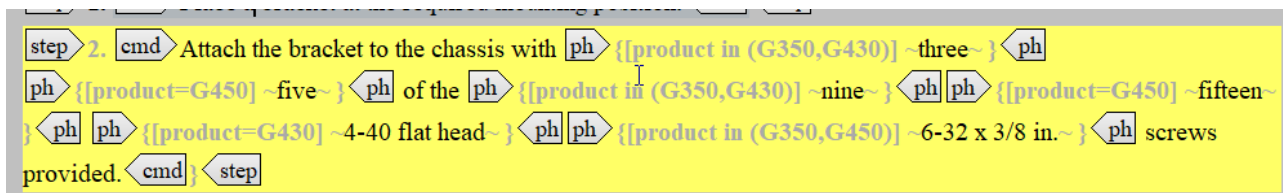
Conref complete sentences and common elements. Do not conref individual words or parts of a sentence. The machine translation engine cannot detect the content behind the conref. Therefore, it does not recognize this content as part of the phrase.

Avoid conditions for options

Avoid using conditions to provide a complex series of options. Complex conditions make your content difficult to read and maintain, and can result in low-quality translation outputs. All options within conditions are included in the translated strings.

Example:

The following image shows an example of a step that uses conditions to modify the information for different products:



The machine translation engine interprets this as follows:

Attach the bracket to the chassis with 1 three 1 2 five 2 of the 3 nine 3 4 fifteen 4 5 4-40 flat head 5 6 6-32 x 3/8 in. 6 screws provided.

Localization guidelines for DITA

Use the following high-level guidelines when writing content in DITA. For more information about our DITA-XML authoring environment, see *DITA and Tridion Docs Work Instructions and Guidelines*.

- Do not include elements such as lists and tables within the paragraph element for the preceding paragraph. Make sure that you insert any tables, unordered lists, or ordered lists after the closing <p> tag.
- Follow the indexing guidelines in this document.
- To avoid unnecessary complexity in your topics, use conditions sparingly. Only conditionalize complete sentences or blocks of text.
- Use conrefs for complete sentences or other blocks of text that do not rely on the surrounding text for context.
- Conref common inline uicontrol and wintitle elements, product names, and application names.
- Set up DITA Maps for a group of topics as you work on the content, so that you can provide the associated DITA Map to localization with the content to be localized. With DITA Maps, translators get a sense of the content to be translated.
- When you create container topics for reusable content in DITA, ensure that any information in the topic that is not product content is placed in an XML comment. If putting the text in an XML comment is not practical, set the **translate** attribute on that text to **no**. Otherwise, content that you do not want to translate is presented as translatable content.

Related links

[Keywords and indexes](#) on page 178

Chapter 6: Related resources

Avaya standards

See the following related GIS standards:

Title	ADMS ID	Use this document to:
<i>DITA and Tridion Docs Work Instructions and Guidelines</i>	157508	Work with GIS' DITA-XML authoring environment.
<i>GIS Documentation Standard for Articles</i>	193342	Understand why articles are useful, what they are, and when and how to use them for your programs.

Third-party resources

Use the following resources as a secondary source of information for style, grammar, and usage issues that this document does not cover. You can find information about these resources online.

- *The Chicago Manual of Style* for general style issues.
- *Microsoft Manual of Style* or *Microsoft Style Guide* for style issues related to a Windows-based interface.
- *The Associated Press Stylebook* for style issues that are related to internal communications and press releases.
- *American Heritage Dictionary* for spelling and usage information.
- A general grammar book for grammar issues.

The following are localization and internationalization resources:

- Cook, Rae, G. et al., *International Dimensions of Technical Communication*, Society for Technical Communication, 1996
- Esselink, Burt, *A Practical Guide to Localization*, John Benjamins, 2000, ISBN 90-272-1956-7
- Hoft, Nancy L., *International Technical Communication*, John Wiley & Sons, 1995, ISBN 0-471-03743-5
- Horton, William, *The Icon Book*, John Wiley & Sons, 1994, ISBN 0-471-59901-8
- *Guidelines for the Design of Internationalized User Information*, ADMS ID 90075

Glossary

Coordinating conjunction

A word that joins together two equally important clauses.

Dependent clause

A group of words that contains a subject and verb but does not express a complete thought. A dependent clause cannot be a sentence. Words that introduce dependent clauses are *after*, *although*, *as*, *as if*, *because*, *before*, *even if*, *even though*, *if*, *in order to*, *since*, *though*, *unless*, *until*, *whatever*, *when*, *whenever*, *whether*, and *while*.

Independent clause

A group of words that contains a subject and verb, and expresses a complete thought. Words that introduce independent clauses are *and*, *but*, *for*, *or*, *nor*, *so*, and *yet*. These words are also called coordinating conjunctions.

Subordinating conjunction

A word that joins together a dependent clause and an independent clause.

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