John Ruskin, English art critic and social thinker said that:

*It's far more difficult to be simple than complicated.*

Chapters 8–12 outline key rule for writing documents from a reader’s perspective. By following these rules, your readers should find reading your manual a pleasurable and non-frustrating experience. As Bruce M Cooper, author of “Writing Technical Reports”, wrote:

*Human beings are not logical mechanisms into which information can be fed.*

Part 2 ends with Chapter 13 on how to use automatic translation tools. This chapter should be useful if you have documentation in your language that you want to translate into English.