The following chapters provide some general guidelines on how to increase the readability of your manual by laying it out clearly and organizing the information in a logical way. The underlying rationale is to make the experience of the reader as pleasurable and as rapid as possible.

Before choosing a format for your manual, look at other manuals that you have available. The manuals do not have to be for the same type of product or service. In fact it is helpful to see a wide variety. Analyse the manuals, and decide which ones are laid out in the most effective way—you may decide to choose a combination of features from various manuals.

The best manuals (at least from a layout and visual point of view) that I looked at while preparing this book were for products by Apple, Google, Ikea, Microsoft, and Sky.