DON NORMAN

DEFENDING HUMAN ATTRIBUTES
IN THE AGE OF THE MACHINE

USER'S GUIDE

VOYAGER

TECHNICAL SUPPORT: (212) 219-2522

REGISTRATION AND SOFTWARE SUPPORT

Please fill out and return the enclosed warranty card. This registers your
copy of the software and helps us keep you informed about updates and
other software you may be interested in.

If you ever have problems with Voyager software, please call us at
(212) 219-2522

TECHNICAL REQUIREMENTS

- Any color Macintosh (25-MHz 68030 or better recommended)
- System 7
- 4,500K of available RAM (at least 8 MB installed)
- 13-inch (640×480 resolution) color monitor
- QuickTime™-compatible CD-ROM drive (double-speed recommended)

SETTING UP

Before you can use this product, you must:

- Copy the Don Norman folder from the CD to your hard drive
- Install the necessary fonts from the CD
- Copy HyperCard 2.1 from the CD to your hard drive if necessary
- Allocate 4,500K of memory to HyperCard if necessary
- Install QuickTime 2.0 and Sound Manager 3.0, if necessary

Installing Software from the CD

1. Insert the CD into your CD-ROM drive according to the drive manu-
facturer's instructions.

2. Double-click the CD's icon. A window showing its contents will open.

Everything you may need to install appears in this window. Keep it open
until you're finished setting up.

Copying the Don Norman folder

Drag the Don Norman folder to your hard drive to copy it.

Installing Fonts

For the text to display correctly, you must install the fonts provided on the CD as follows:

1. Drag the Norman Fonts suitcase over the System Folder icon on your hard drive and drop it. The Macintosh will guide you through the rest of the font installation.

If you use HyperCard regularly, you can skip steps 2 and 3, because you have almost certainly installed the HyperCard fonts already. If not, proceed as follows:

2. Locate the HyperCard folder on your hard drive and double-click to show its contents.

3. Drag the font suitcase named "HyperCard Fonts" over the System Folder icon on your hard drive and drop it. The Macintosh will guide you through the rest of the font installation.

Installing HyperCard

If HyperCard 2.1 (or later) isn't already on your hard drive, you should drag the folder named "HyperCard 2.1" to your hard drive to install it.

Allocating Memory to HyperCard

If you have copied HyperCard from the CD, you can skip this step because the copy provided has the correct memory settings.

1. Locate your copy of HyperCard on the hard drive and select it.

2. Choose "Get Info" from the File menu. A HyperCard Info window will appear.

3. Type "4500" in the box at the lower-right corner of the HyperCard Info window.

4. Close the HyperCard Info window.

Installing Extensions

Don Norman requires QuickTime 2.0 and Sound Manager 3.0. If you have a Power Macintosh, you also need the QuickTime PowerPlug 2.0. All extensions are in the QuickTime and Sound Manager folder.

INSTALLING QUICKTIME 2.0

To install QuickTime 2.0, drag the icon for QuickTime 2.0 to your system folder and drop it. The Macintosh will guide you through the rest of the installation.

If you have a Power Macintosh, you must also install the QuickTime PowerPlug. To do so, drag the QuickTime PowerPlug to your System Folder and drop it. The Macintosh will guide you through the rest of the installation.

INSTALLING SOUND MANAGER 3.0

To install Sound Manager 3.0 and the new Sound control panel, drag the icons for each item over the System Folder and drop them. The Macintosh will guide you through the rest of the installation.

ABOUT *DON NORMAN*

The CD contains the following sections:

An Introduction

Don Norman discusses the development of the computer interface, the advantages and limitations of electronic books, and why he decided to write his books. He also explains how to use this CD, and discusses the various factors involved in choosing this interface.

The Bookshelf

This section contains the complete texts of *The Design of Everyday Things, Turn Signals Are the Facial Expressions of Automobiles, Things that Make Us Smart,* and essays from other sources, supplemented with Don's audio and video explanations, as well as with glossary links and annotations.

The Gallery of Unfindable Things

A selection of pictures from Jacques Carelman's works, which first inspired Don to undertake the problems of interface design.

Workbook

Test your design IQ and take one of Don's exams. You can save and print the questions and your answers. A glossary of terms used in the book is included in this section.

Resources

The transcripts, notes, references, and bibliography used in creating the books and this CD, as well as a topical index to the books.

IMPORTANT TIPS

- To go from page to page, click the right or left arrow on the keyboard.

- To display the Tool Palette, which contains several navigational aids, click the red toolbox in the lower left of the screen.

- To return to a page you visited recently, hold down the mouse over "Backtrack" (on the Tool Palette) and select the desired page.

- To play video segments, click film strip icon. (In many cases, you can just click the picture of Don Norman.)

- To play audio segments, click the audio icon. (In many cases, you can just click the picture of the tape recorder.)

- To make annotations and glossary links visible, move the mouse to the top of the screen and select "Annotations" from the Books menu. Words that are underlined with gray are linked to annotations or glossary definitions. To see the annotation or glossary definition, click the underlined word.

- To hear Don explain how to navigate the CD, use the Map on the Tool Palette to go to the "The Making of the CD-ROM: How it Works" section of the Introduction.

- The book icon which is displayed on the copyright page is a bookmark that "remembers" where you were the last time you used the CD. To go to the last page you were reading before you quit the program, click the bookmark.

ABOUT THE TOOL PALETTE

The Tool Palette contains several helpful navigational aids. You can display the Tool Palette in three ways:

- Click the red toolbox in the lower left of the screen.

- Click in the left margin.

- In the Books menu, select "Tool Palette."

Using the Map

To display a map of the book, which shows your current location and allows you to select a section from a Table of Contents, click Map. To close the map, click Map again.

Turning Pages

To go directly to a specific page, click Page and enter the desired page number.

To go to the next or previous page, click the right or left arrow beneath Page.

Finding Words and Phrases

To find a word or phrase, click Find and enter the text you wish to search for. Select the sections of the text you wish to search, whether you wish to find or display occurrences of the word in context, and click Find. For more information about the Find feature, see the help topic "Finding Words and Phrases."

Marking Pages

To mark a page, click Mark. To go to the next or previous marked page, click the right or left arrow beneath Mark. To choose from a list of

marked pages, hold down the mouse over Mark and select from the list. For more information, see the section titled "Marking Pages."

Highlighting Text

To highlight text, select the desired text and choose the desired color. For more information, see the section titled "Highlighting Text."

NAVIGATING THE BOOKS

Turning Pages

To turn pages, use the right or left arrows on the keyboard, or click the right or left arrows beneath Page on the Tool Palette.

To go directly to a specific page, click the page number on the screen or click Page on the Tool Palette. Then, enter the desired page number.

Finding Chapters

To go another chapter or section, hold down the mouse over the chapter heading at the top of the screen and select a chapter or section from the displayed list. Or, click Map on the Tool Palette and select the desired section.

Backtracking

To return to the page you visited most recently, click Backtrack on the Tool Palette. To choose from a list of pages you've visited recently, hold down the mouse over Backtrack and select from the list.

The Progress Gauge

To see a visual representation of where you are in the books, move the mouse to the top of the screen and select "Progress Gauge" from the Books menu. To jump to another location in the book, click the desired location on the Progress Gauge.

PLAYING AUDIO AND VIDEO SEGMENTS

Video segments are denoted by a film icon, and are usually accompanied by a picture of Don Norman. Audio segments are denoted by an audio icon, and are usually accompanied by a picture of tape recorder.

Playing a Segment

To begin a clip, click the film strip icon or the audio icon. (If there is a picture of Don, or a picture of a tape recorder, you may click that instead.)

Viewing a transcript

To display the transcript for that clip, hold down the mouse over the picture or video clip while it's playing and select "Show Movie Transcript."

Advancing or rewinding

To advance or rewind the clip, hold down the mouse over the picture or video clip and select the desired command.

FINDING WORDS AND PHRASES

To search for a word that appears on the page, hold down the mouse over the word and select "All Occurrences" or "All in Context." (This will search in all of the books. To narrow the search, see below.)

Searching for all occurrences will display only the page numbers on which the word occurred; searching for occurrences in context will display a few words on each side of the found word.

To go to a page on which the word was found, click the page number in the displayed window.

To search for a phrase, or for a word that doesn't appear on the current page, or to narrow a search to specific books, follow these steps:

1. On the Tool Palette, click Find.

2. Enter the text you wish to search for.

3. Select which books you wish to search. (The default is to search all of the books.)

4. Click Find.

The results will be displayed in a window showing the number of times the word was found in each section. To display the results for each section, click its title. To go to a page on which the word was found, click the page number in the window.

TAKING NOTES

In the Margin...

To write notes in the margin of the text, follow these steps:

1. Position the mouse so that the cursor is just to the left of the text.

2. Press the mouse button and drag downward. A black line will appear along the side of the text.

3. Release the mouse. A window will be displayed, in which you can write your notes.

To find, print, or export notes that you've written in the margin, hold down the mouse at the left of a column of text and select the desired option from the displayed list.

To delete a note, hold down the mouse over the black line, drag it away from the margin, and release the mouse.

In the Notebook...

You can also write notes in a "notebook." These notes can be visible at any time. To display the notebook, press ⌘-N or select Notebook from the Books menu.

Entering Text

To enter text in a note, click to place the cursor on the note surface, then type your note. You can use regular text editing commands like Copy, Cut, and Paste to edit your notes.

Creating Another Note

To create another note in the notebook, click New at the bottom of the notebook panel and enter a name for the note.

Moving between notes

To move between notes, hold down the mouse over the name of the note and select the desired note from the displayed pop-up.

Printing, Exporting, and Deleting Notes

To perform any of the above operations, click the appropriate button on the bottom of the notebook panel.

Highlighting Text

To highlight a section of text, follow these steps:

1. Make sure the Tool Palette is displayed.

2. Use the mouse to select the desired text.

3. Click the desired text color.

NAMING HIGHLIGHT COLORS

To "name" a highlight color for future reference, follow these steps:

1. Hold down the mouse over the color you wish to name.

2. Select "Change color name."

3. Enter a name for that color. You can change the name at any time by following these steps again.

FINDING HIGHLIGHTED TEXT

To find text that you've highlighted, hold down the mouse over the color and select from the displayed list.

CLEARING HIGHLIGHTS

To clear the highlight from a section of text, select the text and click Clear.

To clear all the highlights from a page, click Clear when no text is selected