

High-Speed Modem User Guide

High-Speed Modem User Guide Documentation Plan

This plan refers to the documentation required for the subject user guide. The following sections are included in the plan:

- Introduction
- Product information
- Audience Profile
- Summary of modem uses
- Objectives of this guide
- Documentation goals
- Planned documentation pieces
- Page design, layout, and production
- Preliminary schedule

Introduction

The Internet has spawned a revolution that visionaries predict will forever change the way we view the world. Yet a lot of folks are not even aware a revolution is taking place—including many of the millions who own personal computers, subscribe to AOL, and use the Web to book airline reservations.

The reason for our lack of vision is that we simply can't see what all the fuss is about. Our dial-up connections are too slow. We can't reap the benefit. Conventional modems can't accommodate the colossal increase in Internet traffic and the size and complexity of the Web pages. In brief, analog modem technology has reached its limit.

Demand for high-speed Internet solutions has begun to increase dramatically, as households across the country recognize the benefits of always-on, no-waiting, Internet access. About a year ago, Cable television companies, such as @home and Time Warner, introduced high-speed data access technology. Many regional telephone companies around the nation have now followed this lead.

Today, Cable Television and telephone companies that offer high-speed Internet access also install cable modems as part of their service. Soon modem manufactures, such as Motorola and 3COM, will sell Cable/Asynchronous Digital Subscriber Line (ADSL) modems through retail outlets, creating a demand for installation documentation.

The purpose of this user guide is to present clear installation instructions for high-speed modems. The audience will encompass both home users and professionals. The guide will also provide useful background information for both audience segments.

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Product Information

Two types of modems are currently available: Cable and ADSL. They represent two entirely different technologies, yet both achieve the same end: they bring high-speed Internet access to the home at speeds heretofore experienced only in T1 environments.

Although several manufacturers produce Cable and ADSL modems, the technology behind the design of these products is similar. Regulating committees work closely with manufacturers to ensure product adherence to approved standards and to present a consistent image to the buying public.

For this exercise, 3COM Cable modems and Cisco ADSL modems will be used in the screenshots, illustrations, and photographs.

Audience Profile

- A. Customers are likely to belong to one of these groups:
- Home owners
 - Renters
 - Telecommuters
 - Small office occupants
 - Hobbyists
 - Professional network integrators
 - Potentially, anyone in range of a telephone line or a cable TV connection.
- B. Users are likely to have this type of background:
- Most people will be computer literate.
 - Some will be able to install memory or a fax/modem.
 - A small segment will be expert users and understand networking.
 - All will have some technical knowledge and be able to follow directions.
 - It is not likely first-time personal computer users will fit the audience profile.
- C. Users will vary in how they deploy their high-speed modems:
- Some will install their modems and never touch them again.
 - Others will install, remove, and reinstall them many times, at several different locations.
 - A small segment is likely at some point to need trouble-shooting assistance.
 - Others will use their modems to expand access to the Internet by adding a hub and multiple users on a local area network (LAN).
- D. Although some customers will be sophisticated computer users, we cannot assume that *most* are experienced computer users.
- They have probably used a computer before.
 - They may not have used Windows before.

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- E. What questions will users ask?
- Is it safe to open and work inside of a personal computer?
 - Can I damage something? Will I void the warranty?
 - What if I connect the wires to the wrong terminal?
 - What if I load the software incorrectly?
 - What if it doesn't work?
 - How can I keep from damaging the modem?

Summary of modem uses

- Customers will purchase modems at retail to avoid the high fees charged by access providers.
- Users will purchase and install the modems themselves.
- Some professionals will install modems purchased by users.

Objectives of this user guide

- A. After reading this guide, users will be able to do the following:
- Open a personal computer
 - Find a PCI expansion slot
 - Properly seat a network card or an internal Cable/ADSL modem
 - Recognize an RJ-45 port and connector
 - Load driver software
 - Establish a connection and run diagnostics with the ISP
- B. After reading this guide, users will be able to define basic ideas relating to the following:
- Telephone networks
 - ADSL modems
 - Cable modems
 - Peer-to-peer networks
- C. With the assistance of the guide, users will be able to install modems within one hour, with no errors.
- D. With the assistance of the guide, users will be able to articulate some basic networking principles.

Documentation Goals

- A. Provide quality documentation to coincide with the release of Cable/ADSL modems to the retail market.
- B. Introduce home installation as an inexpensive alternative to the fees charged by cable or telephone companies.
- C. Encourage consumers to install high-speed modems easily and reliably.
- D. Enable both professionals and end-users to install modems.

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- E. Address trouble-shooting issues with easy-to-follow FAQ.
- F. Provide on-line alternatives to the printed document.

Planned Documentation Pieces

To meet the needs of as many customers as possible, three versions of the document will be created:

- A printed paper user guide
- An on-line HTML user guide
- An on-line PDF file user guide

The High-Speed Modem User Guide

- A. This manual will be as brief as possible, covering the most important issues for users to learn: installing, connecting, and removing.
- B. When high-speed modems are rolled-out into the retail channel and have reached sales objectives, the guide will be evaluated to determine if a more comprehensive version is required for subsequent release.
- C. The user guide will be a visually oriented manual focusing on the installation of both internal and external modems. Topics will range from opening up the computer to running the software and loading the drivers.
- D. Because some users will not have much experience with computers, installation procedures will include detailed shots of the personal computer environment.
- E. If time and space permit, a separate trouble-shooting section will provide answers to commonly asked questions.
- F. A preliminary outline of the user guide is appended to this documentation plan.

On-line Documentation

- A. An on-line guide will also be developed. This guide will be produced in both HTML and PDF files, the former organized in a more task-oriented format, the latter representing an Adobe Acrobat copy of the printed version.
- B. The on-line text will be organized under customer service or technical support, depending on the Web page designer's assessment of the space available and on whatever quick-to-find features can be built into the page design.

Page Design, Layout, and Production

- A. The details of the page design have not yet been determined.
- B. The layout will comprise many screen shots, illustrations, and photographs. Ample white space will be employed to give a clean, uncluttered appearance to the manual.
- C. The guide will be printed initially in black and white.

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Preliminary Schedule

A separate schedule is attached to this documentation plan and is updated as needed.