



How (and why) we Turned MediaWiki into a Packaged Product to Create User Manuals

EMWCON SPRING 2019

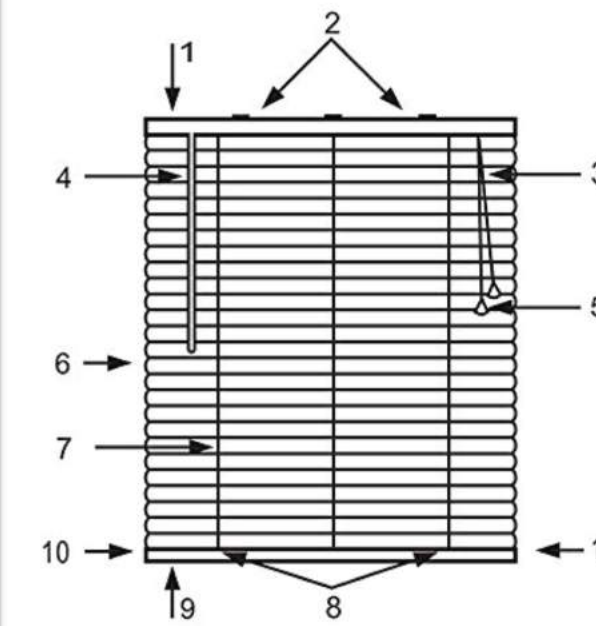
The issue

- Poor visuals
- Difficult for non-technical people to understand
- The translation is painful
- Expensive to create and maintain

Deluxe SUNDOWN

MINI BLIND INSTALLATION INSTRUCTIONS

Package Includes: • One blind • Mounting brackets (2 for widths 23" to 43", 3 for widths 44" to 72") • One wand • Wood screws (2 per bracket) • 2 hold down brackets



1. Head Rail
2. Brackets
3. Lift Cord
4. Tilt Wand
5. Tassel
6. Slat
7. Ladder Tape
8. Buttons
9. Bottom Rail
10. Hold Down Brackets

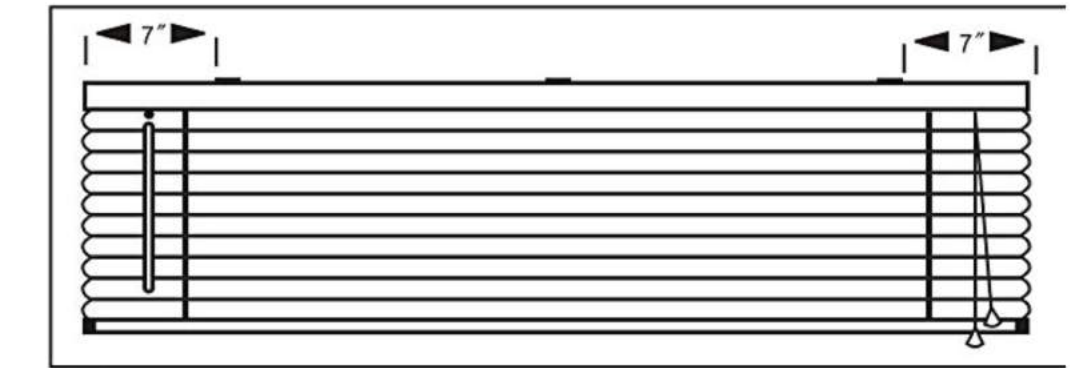


Fig. 1

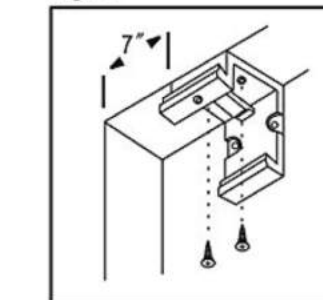


Fig. 2

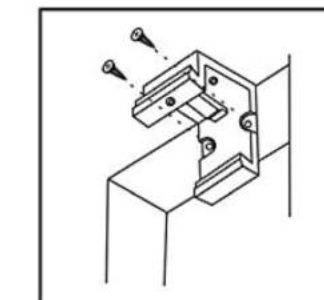


Fig. 3

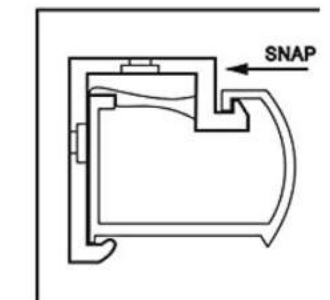


Fig. 4

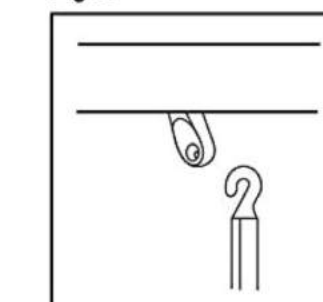


Fig. 5

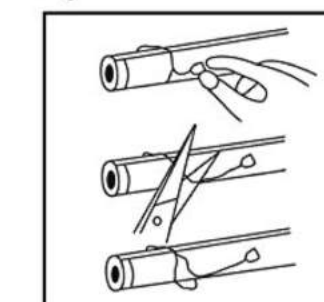


Fig. 6

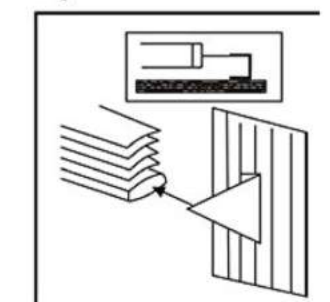
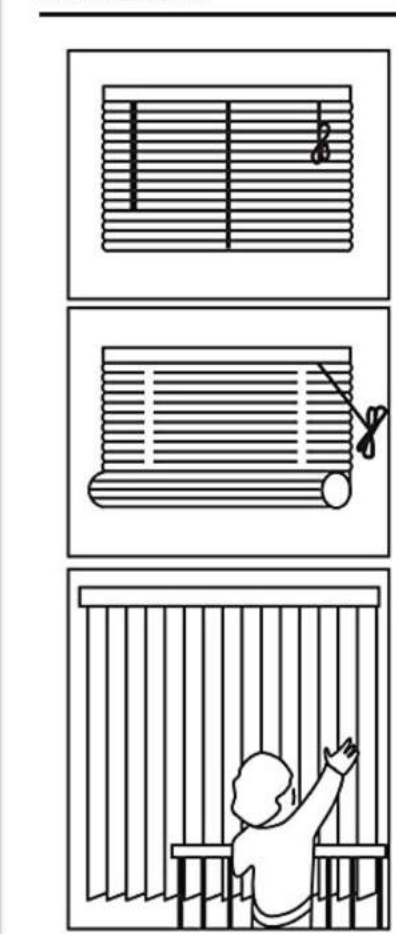


Fig. 7

IMPORTANT

PREVENT ACCIDENTAL STRANGULATION OF CHILDREN & SMALL ANIMALS BY LOOSE BLIND OR DRAPERY CORDS

Keep cords out of the reach of children and away from pets. To help prevent accidents, use these devices:



1. Clamp or close pin.
2. Tie the cord to itself.

3. Cleat on wall or window frame.

4. Tie-down device.

Adjust cords to the shortest length possible and remember, cribs and furniture placed near windows give children additional height to reach the cords.

1. BRACKET INSTALLATION.

Brackets 23" to 43" wide require two brackets and blinds 44" to 72" wide require three brackets. It is important that the blind is level and centered. Brackets should be positioned approximately 7" from either end of the headrail (Fig. 1). If the blind requires a third bracket it should be placed in the center of the blind. Be sure the positioning of the brackets does not interfere with the internal parts of the headrail. Blinds may be installed inside or outside the window frame or directly to the ceiling.

Inside Installation / Ceiling Installation
Brackets are mounted on the inside of the window frame or directly to the ceiling using the screw holes at the top of the brackets, (Fig. 2).

Outside Installation
Bracket are mounted directly to the window frame or wall (Fig. 3). To avoid splitting the window frame first drill a screw hole. Where appropriate the use of wall anchors is recommended.

2. BLIND INSTALLATION

Place the front inside lip of the headrail against the beveled edges of the brackets. Press the headrail in while pressing up on

the bottom of the beadrail until it snaps into place (Fig. 4). To remove the blind, press up on the bottom of the headrail and remove it from the brackets.

3. ATTACHING WAND
Place hook at the end of the wand through the eyehook on the headrail (Fig. 5).

4. HOW TO OPERATE
Important: Always tilt blind horizontally (open position) before raising or lowering. This increases the life of the blind.

To Lower Blind

Move cord to left pulling down gently until cord lock releases. Slowly raise your hand while holding onto the cord, until the blind reaches desired level. Move pull cord to the right and release. Blind will lock automatically.

To Raise Blind

Pull cord downward to the left until blind reaches desired height. Move pull-cord to the right and release. Blind will lock automatically.

To Tilt blind

Rotate wand to attain desired slat position.

5. HOW TO SHORTEN

After installing blind, check to see exactly how much shorter the blind should be. First remove bottom rail buttons with a screwdriver. Untie or cut knot in lift cord. Pull cord through the bottom rail and slats to desired shortening point. Remove bottom rail end extra slats. Slide bottom rail into highest empty ladder rung nearest desired shortening point. Thread lift cord through the hole in bottom rail and tie a loose knot. Check the length of the lift cord by fully raising and lowering the blind. When cords are the correct length tighten the knots and cut off excess lift cord. Cut off excess braided ladder rope leaving one inch on ends. Insert these ends into bottom rail holes and replace buttons (Fig. 6).

6. HOLD DOWN BRACKETS

Use hold down brackets to keep the blind secure to the bottom of the window frame, sill, door, wall or floor (Fig. 7). If you wish to secure blinds to bottom of window, bracket should be screwed into each side of bottom of window frame or sill. Snap pin ends on bracket into holes in each end of bottom rail

If you have any questions regarding installation please call.

Dokit typical use case

- Manufacturer of electric blinds
- Subsidiaries all over the world
- Hundreds of products and user guides



As a manufacturer, how to easily create and maintain a great user documentation?

Our Approach

1. Use of forms and templates
2. Annotate images
3. Translate the content
4. Review the content
5. Collect end-user feedback
6. Export a complete manual in PDF
7. Spread the information in the field

1. Use of forms & templates




PAGE FORMS

dokit Search Categories Manuals Items Answers Create a page 55

Create Tutorial: My first user guide

Main picture ?



Description

Describe your tutorial in a few sentences.

Categories

Marketing

Difficulty ? **Duration** ?

minute(s)

Tags ?

Separate each keyword by a comma (ie: Wood, Metal, 3D printing, etc.)

Introduction (optional)

+ Add a video


Items Prerequisites tutorials Files

List here the items required in the tutorial ?

Add an item

Steps

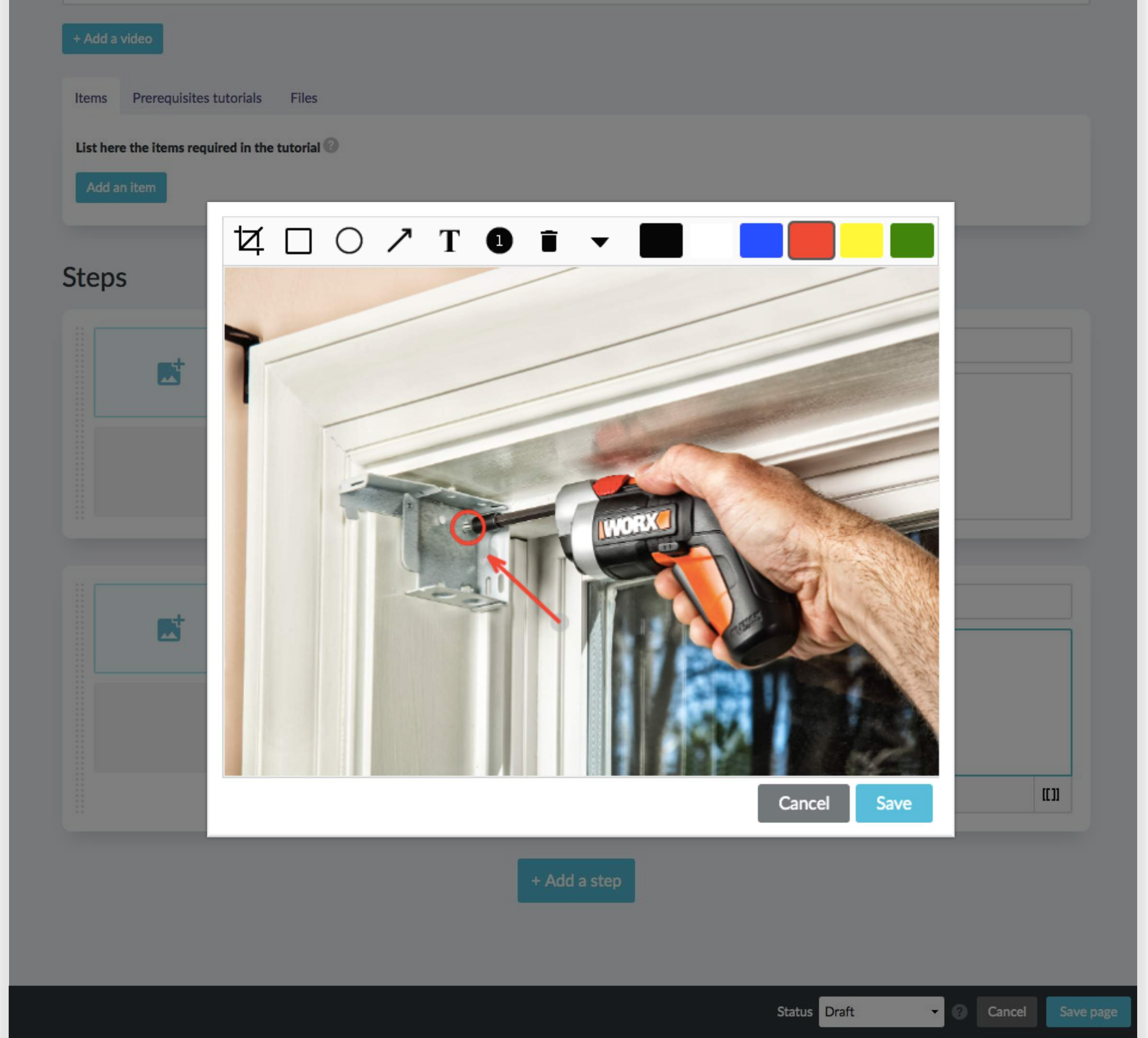
STEP 1 Step title



2. Annotate images



ImageAnnotator



3. Translate the content



TRANSLATE

dokit Rechercher Catégories Manuels Pièces & Outils Forum Créer une page 55

Groupe de messages Tous Remplacer la cassette d'un vélo Traduire en English

Traduction de la page wiki Remplacer la cassette d'un vélo depuis français (fr).

Tous Non traduit Désuets Traduit ... Filtre la liste

Remplacer la cassette d'un vélo	Replacing a bicycle cassette
Le démontage de la cassette vise à désolidariser les pignons de la cassette du corps de roue libre.	The cassette is disassembled to separate the sprockets from the cassette and the freewheel body.
Localisez la cassette	Locate the tape
La cassette de pignons est un ensemble de pignons situé sur la roue arrière du vélo.	The sprocket set is a set of sprockets located on the rear wheel of the bicycle.
Démontez la roue arrière	Remove the rear wheel
Passez en plus petite vitesse en faisant tourner la roue arrière.	Shift to a slower gear by turning the rear wheel.
Cela vous permettra de remonter plus	This will make it easier for you to reassemble the

Title of the page

Create

Page language: en - English

Page language:

```
{{field | Difficulty | input type=dropdown | mapping using translate=dokit-difficulty-}}
```

Title of the page

Page language:

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Title of the page

Page language:

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{{{field | Difficulty | input type=dropdown | mapping using translate=dokit-difficulty-}}}
```

```
{{{field | Introduction | input type=textarea | translatable | rows=5 | maxlength=10000}}}
```



TranslateTagsInVE + AutoSetPageLang

4. Review the content



FlaggedRevsUtils

dokit Search Categories Manuals Items Answers Create a page 55

Cintrer du métal avec une cintreuse

Page Comments 0 History Star 2 I did It 0

Author Clément | Last edit 25/01/2019 by Clément being drafted

Apprenez à cintrer différents profilés, tubes et tuyaux.

Difficulty	Very easy
Duration	5 minute(s)
Area	Use
Business	Manufacturer
Other languages:	English • Español • Français ✓
Contents	[show]

4. Review the content



FlaggedRevsUtils

dokit Search Categories Manuals Items Answers Create a page 55

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Page Comments 0 History Star 2 I did It 0

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Difficulty Duration Area Business Manufacturer Other languages: English • Español • Français [show]

Contents [show]

- Export PDF
- Translate
- Embed this tutorial
- Submit to review
- Delete
- Move
- Protect
- Unwatch
- Refresh

4. Review the content



FlaggedRevsUtils

The screenshot shows the dokit website interface. A modal dialog box titled "Validate version" is centered on the screen. The dialog contains the text: "This page has modifications in wait, click on 'Submit to review' to ask for validation." Below this text is a text input field labeled "Comment:". At the bottom right of the dialog is a green button labeled "Submit to review".

The background page is titled "Cintrer du métal avec" and includes a "Page" tab, "Comments 0", and "History" links. Below the title is a video thumbnail showing a metal bending machine. To the right of the video is a list of metadata:

- Apprenez à cintrer différents profils, tubes et tuyaux.
- Difficulty: Very easy
- Duration: 5 minute(s)
- Area: Use
- Business: Manufacturer
- Other languages: English, Español, Français (checked)
- Contents: [show]

4. Review the content



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- Area: Use
- Business: Manufacturer
- Other languages: English, Español, Français (checked)
- Contents: [show]

4. Review the content



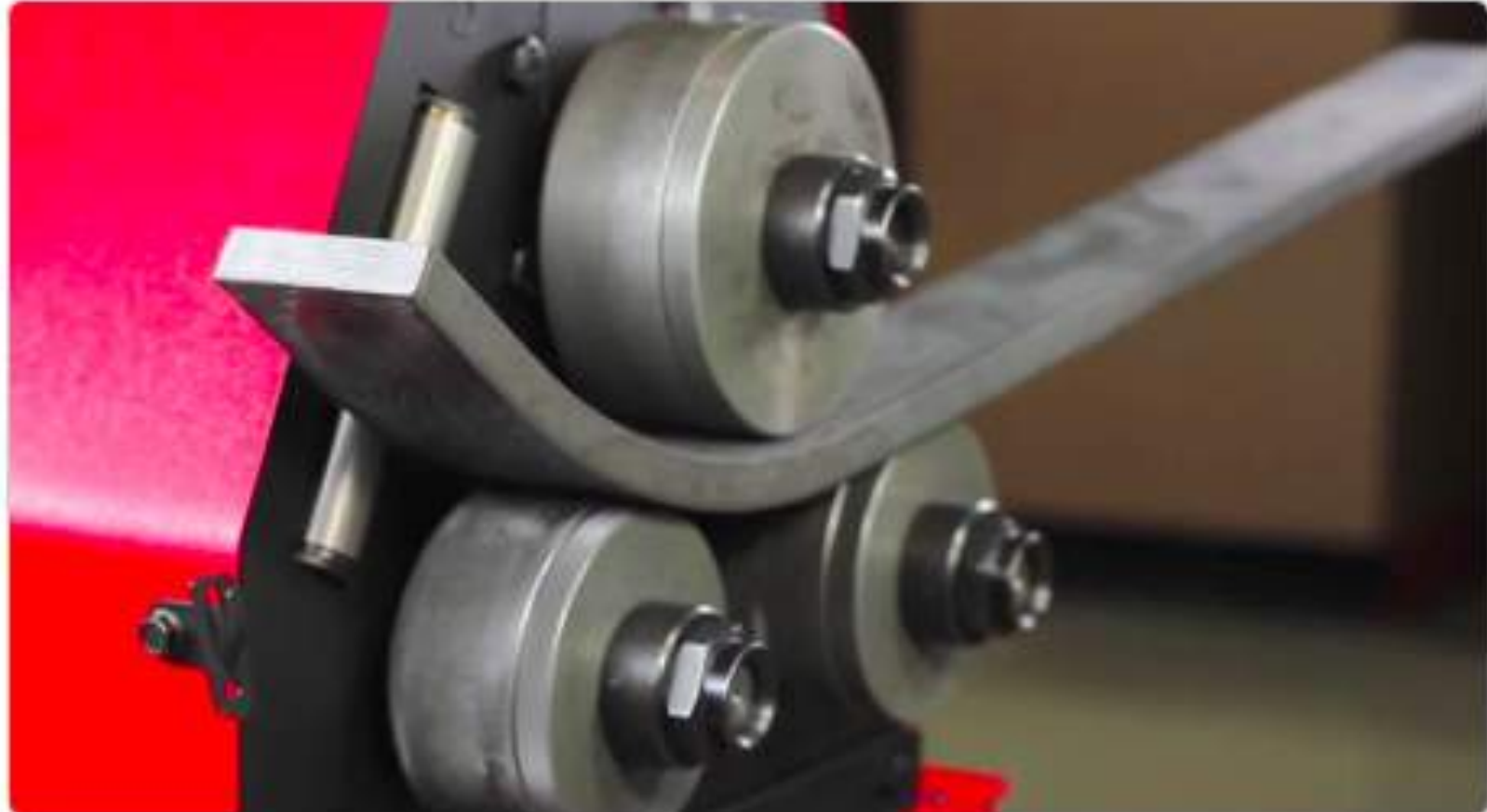
FlaggedRevsUtils

dokit Search Categories Manuals Items Answers Create a page 55

Cintrer du métal avec une cintreuse

Page Comments 0 History Star 2 I did It 0

Author Clément | Last edit 25/01/2019 by Clément under review



Apprenez à cintrer différents profilés, tubes et tuyaux.

Difficulty	Very easy
Duration	5 minute(s)
Area	Use
Business	Manufacturer
Other languages:	English <input type="radio"/> • Español <input type="radio"/> • Français <input checked="" type="radio"/>
Contents	[show]

4. Review the content



FlaggedRevsUtils

The screenshot shows the dokit website interface. At the top, there is a navigation bar with the dokit logo, a search bar, and links for Categories, Manuals, Items, and Answers. A 'Create a page' button is visible on the right. The main content area features the title 'Cintrer du métal avec une cintreuse' and tabs for Page, Comments (0), and History. The author is identified as Clément, with a note that the last edit on 25/01/2019 is 'under review'. A video thumbnail shows a metal bending machine. To the right, a metadata panel includes fields for Difficulty, Duration, Area, Business, and Other languages (English, Español, Français). A dropdown menu is open over the 'Validate version' option, with a red arrow pointing to it. The menu options are: Export PDF, Translate, Embed this tutorial, Validate version, Cancel review, Delete, Move, Protect, Unwatch, and Refresh.

4. Review the content



FlaggedRevsUtils

The screenshot shows the dokit website interface. A modal dialog titled "Validate version" is centered on the screen. The dialog contains the following text: "This version is under review. You can validate it to publish, or reject it for further modifications." Below this text is a text input field with the label "Comment:" and the text "Good job!". At the bottom of the dialog are two buttons: "Validate version" (green) and "Reject version" (red). The background page is titled "Cintrer du métal avec" and includes a video player showing a metal bending machine. The page also features a navigation bar with "Page", "Comments 0", and "History" tabs, and a sidebar with metadata such as "Difficulty: Very easy", "Duration: 5 minute(s)", "Area: Use", "Business: Manufacturer", and "Other languages: English, Español, Français".

4. Review the content



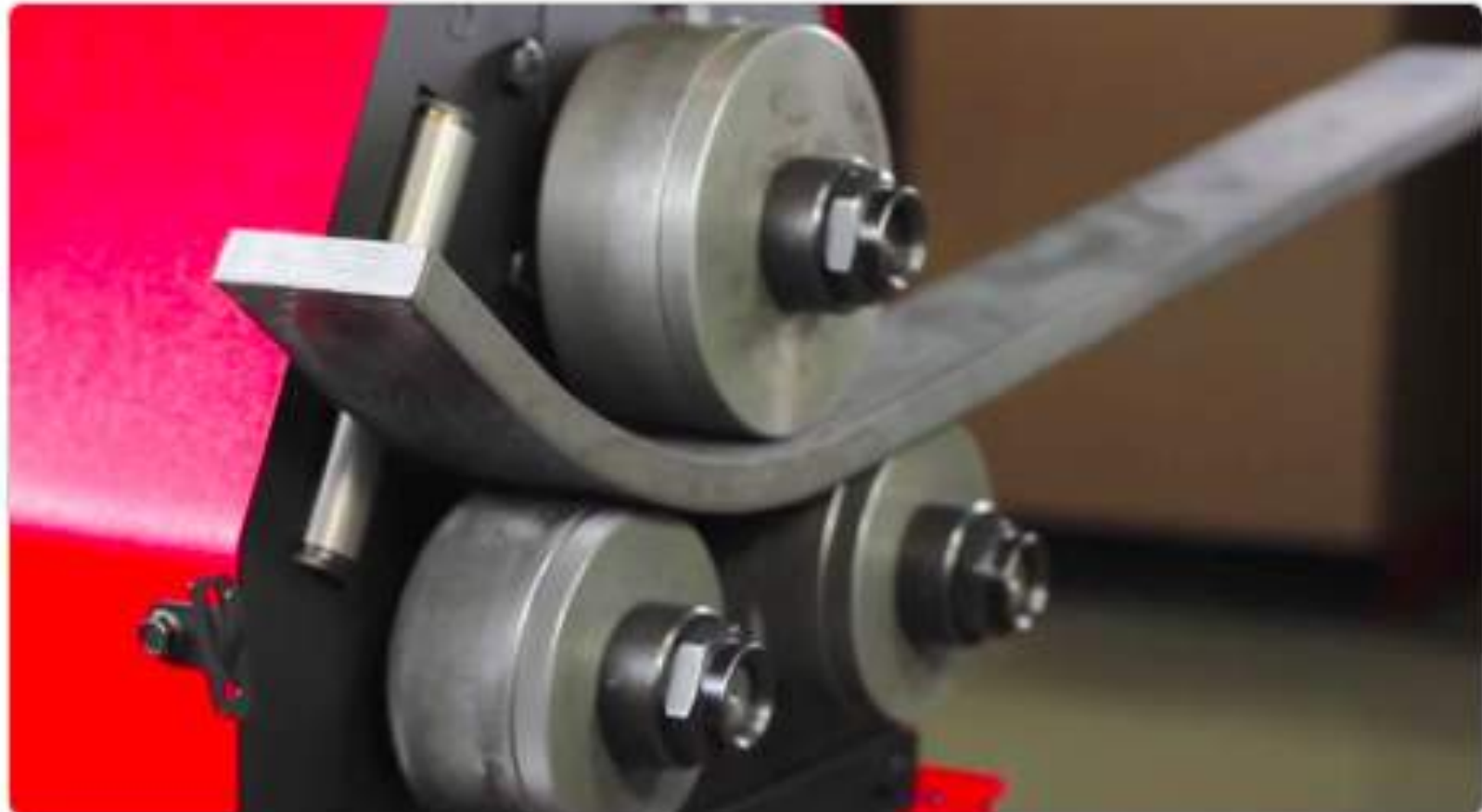
FlaggedRevsUtils

dokit Search Categories Manuals Items Answers Create a page 55

Cintrer du métal avec une cintreuse

Page Comments 0 History Star 2 I did It 0

Author Clément | Last edit 25/01/2019 by Clément ● Validated



Apprenez à cintrer différents profilés, tubes et tuyaux.

Difficulty	Very easy
Duration	5 minute(s)
Area	Use
Business	Manufacturer
Other languages:	English <input type="radio"/> • Español <input type="radio"/> • Français <input checked="" type="radio"/>
Contents	[show]

5. Collect user feedback



Comment Streams

dokit Search Categories Manuals Items Answers Create a page

All discussions

New discussion

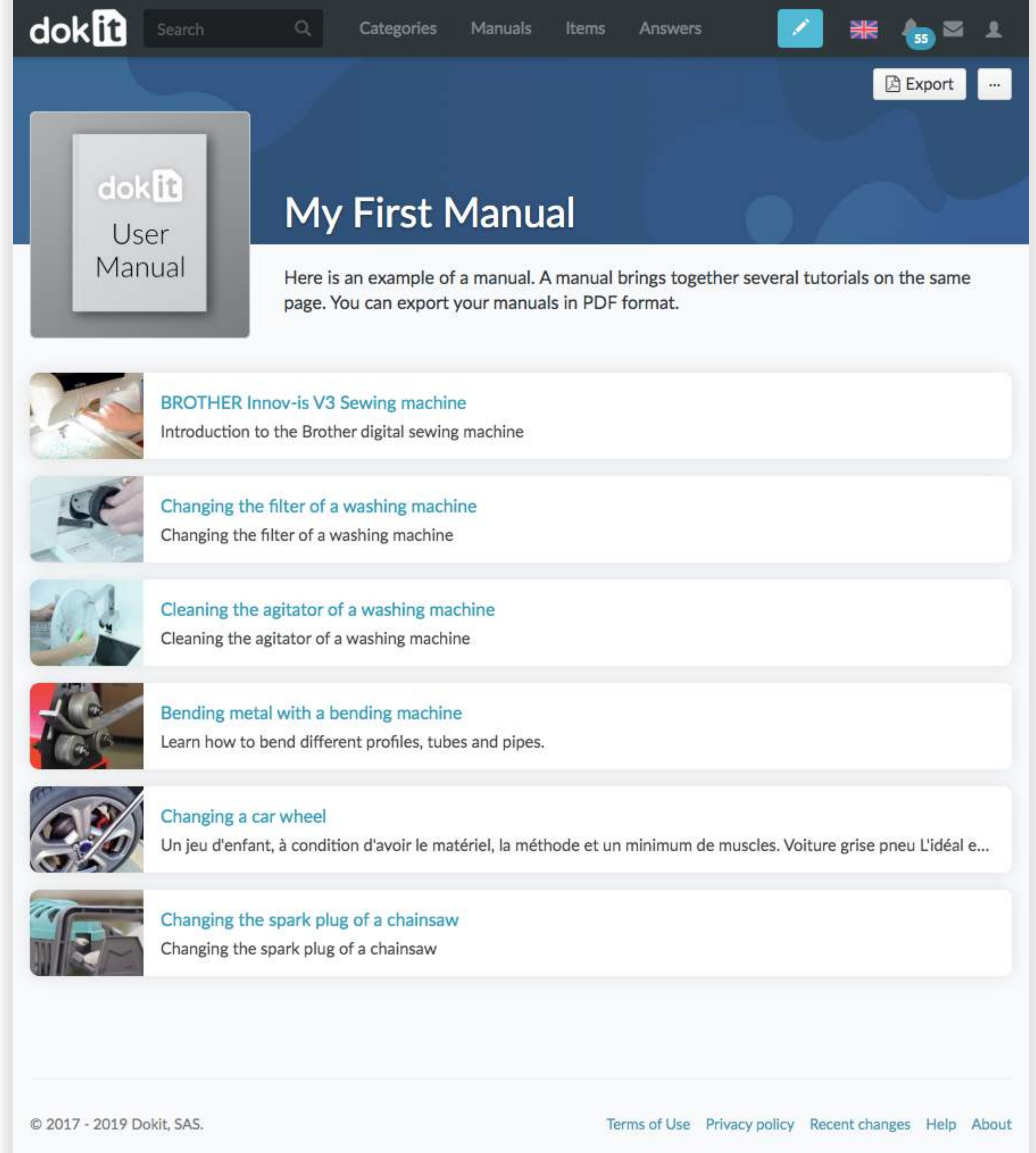
FILTER DISCUSSIONS:
Unanswered Newest
Most Answered Most Helpful
Solved Unsolved

FILTER BY CATEGORY:
Marketing

- 0 ANSWER(S)**
Washing machine door won't unlock?
Changer le filtre d'une machine à laver/en
My washing machine cycle came to an end. After 3 minutes it is...
JeanneDoe
Jan 25 at 4:25 pm
- 0 ANSWER(S)**
How can I address the F1 error code?
Nettoyer l'agitateur d'une machine à laver/en
My washing machine constantly stops during the wash cycle and...
Clément
Jan 25 at 4:23 pm
- 1 ANSWER(S)**
Roue-libre grippée, comment faire ?
Remplacer la cassette d'un vélo
Mon vélo est vieux et la roue-libre est grippé (présence de rouille)...
DavidOkit
May 25 at 4:11 pm
- 1 ANSWER(S)**
Où acheter un démonte roue-libre à ergots ?
Remplacer la cassette d'un vélo
Bonjour, Je cherche à me procurer un démonte roue-libre à ergot...
Clément
May 25 at 4:10 pm

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6. Create visual manuals

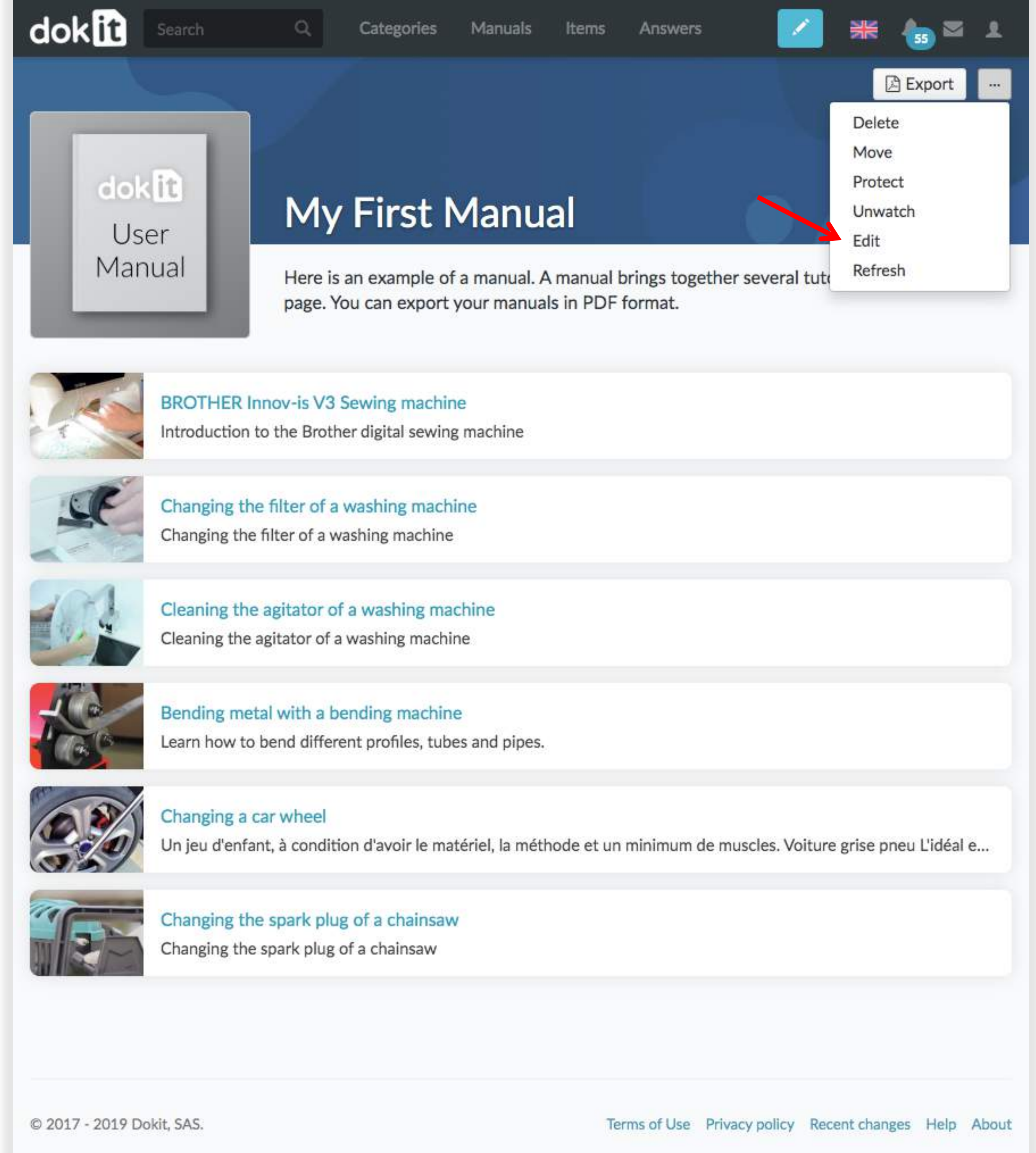


The screenshot shows the dokit website interface. At the top, there is a navigation bar with the dokit logo, a search bar, and links for Categories, Manuals, Items, and Answers. On the right side of the navigation bar, there are icons for a pencil, a flag (UK), a notification bell with '55', an envelope, and a user profile. Below the navigation bar, there is a header section for 'My First Manual' with a sub-header 'User Manual' and a description: 'Here is an example of a manual. A manual brings together several tutorials on the same page. You can export your manuals in PDF format.' Below this, there is a list of manual topics, each with a small image and a title:

- BROTHER Innov-is V3 Sewing machine**
Introduction to the Brother digital sewing machine
- Changing the filter of a washing machine**
Changing the filter of a washing machine
- Cleaning the agitator of a washing machine**
Cleaning the agitator of a washing machine
- Bending metal with a bending machine**
Learn how to bend different profiles, tubes and pipes.
- Changing a car wheel**
Un jeu d'enfant, à condition d'avoir le matériel, la méthode et un minimum de muscles. Voiture grise pneu L'idéal e...
- Changing the spark plug of a chainsaw**
Changing the spark plug of a chainsaw

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6. Create visual manuals



The screenshot shows the dokit website interface. At the top, there is a navigation bar with the dokit logo, a search bar, and links for Categories, Manuals, Items, and Answers. A user profile icon and a notification bell with '55' are also visible. Below the navigation bar, there is a header section for a manual titled 'My First Manual'. The manual cover image shows the dokit logo and the text 'User Manual'. To the right of the cover, there is a context menu with the following options: Delete, Move, Protect, Unwatch, Edit, and Refresh. A red arrow points to the 'Edit' option. Below the header, there is a list of manual entries, each with a small image, a title, and a brief description:

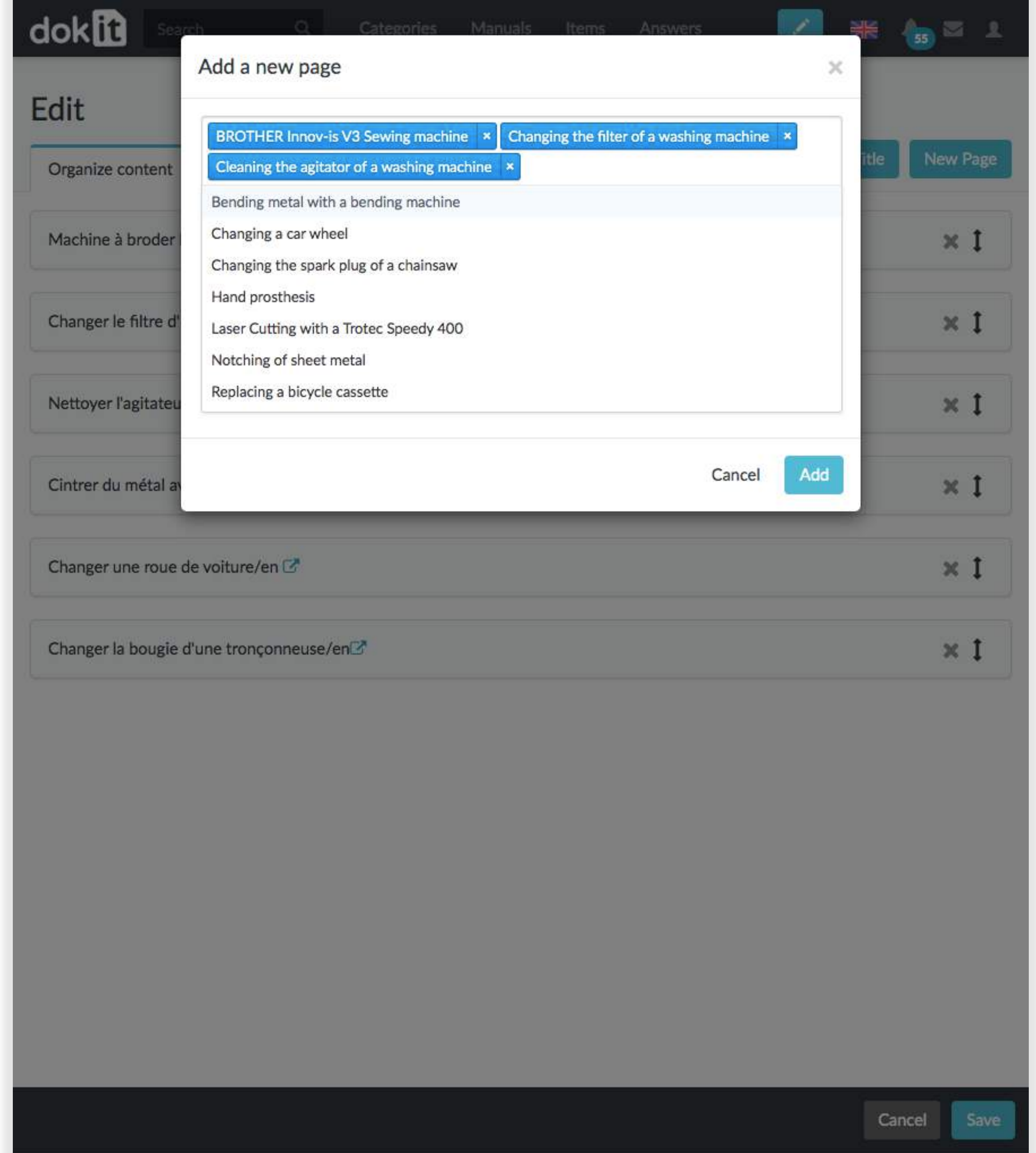
- BROTHER Innov-is V3 Sewing machine**
Introduction to the Brother digital sewing machine
- Changing the filter of a washing machine**
Changing the filter of a washing machine
- Cleaning the agitator of a washing machine**
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Changing the spark plug of a chainsaw

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6. Create visual manuals

The screenshot shows the 'Edit' interface of the dokit application. At the top, there is a navigation bar with the dokit logo, a search bar, and links for Categories, Manuals, Items, and Answers. On the right side of the navigation bar, there are icons for a pencil, a flag (UK), a notification bell with '55', an envelope, and a user profile. Below the navigation bar, the 'Edit' section has two tabs: 'Organize content' (active) and 'Settings'. In the top right corner of the 'Organize content' tab, there are two buttons: 'New Title' and 'New Page'. A red arrow points to the 'New Page' button. The main area contains a list of manual titles, each with a delete icon (x) and a move icon (up/down arrows) on the right. The titles are: 'Machine à broder BROTHER Innov-is V3/en', 'Changer le filtre d'une machine à laver/en', 'Nettoyer l'agitateur d'une machine à laver/en', 'Cintrer du métal avec une cintreuse/en', 'Changer une roue de voiture/en', and 'Changer la bougie d'une tronçonneuse/en'. At the bottom right, there are 'Cancel' and 'Save' buttons.

6. Create visual manuals



6. Create visual manuals

dokit Search Categories Manuals Items Answers 55

Edit

Organize content Settings [New Title](#) [New Page](#)

- Machine à broder BROTHER Innov-is V3/en [✕](#) [↑](#)
- Changer le filtre d'une machine à laver/en [✕](#) [↑](#)
- Nettoyer l'agitateur d'une machine à laver/en [✕](#) [↑](#)
- Cintrer du métal avec une cintreuse/en [✕](#) [↑](#)
- Changer une roue de voiture/en [✕](#) [↑](#)
- Changer la bougie d'une tronçonneuse/en [✕](#) [↑](#)
- Machine à broder BROTHER Innov-is V3/en [✕](#) [↑](#)
- Changer le filtre d'une machine à laver/en [✕](#) [↑](#)
- Nettoyer l'agitateur d'une machine à laver/en [✕](#) [↑](#)

[Cancel](#) [Save](#)

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6. Create visual manuals

dokit Search Categories Manuals Items Answers 55

Edit

Organize content Settings [New Title](#) [New Page](#)

Content has been changed successfully [Back to manual](#)

- Machine à broder BROTHER Innov-is V3/en [✕](#) [↑](#)
- Changer le filtre d'une machine à laver/en [✕](#) [↑](#)
- Machine à broder BROTHER Innov-is V3/en [✕](#) [↑](#)
- Nettoyer l'agitateur d'une machine à laver/en [✕](#) [↑](#)
- Cintrer du métal avec une cintrreuse/en [✕](#) [↑](#)
- Changer une roue de voiture/en [✕](#) [↑](#)
- Changer la bougie d'une tronçonneuse/en [✕](#) [↑](#)
- Changer le filtre d'une machine à laver/en [✕](#) [↑](#)
- Nettoyer l'agitateur d'une machine à laver/en [✕](#) [↑](#)

[Cancel](#) [Save](#)

6. Create visual manuals

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dokit Search Categories Manuals Items Answers







55

Export

dokit User Manual

My First Manual

Here is an example of a manual. A manual brings together several tutorials on the same page. You can export your manuals in PDF format.

-  **BROTHER Innov-is V3 Sewing machine**
Introduction to the Brother digital sewing machine
-  **Changing the filter of a washing machine**
Changing the filter of a washing machine
-  **Cleaning the agitator of a washing machine**
Cleaning the agitator of a washing machine
-  **Bending metal with a bending machine**
Learn how to bend different profiles, tubes and pipes.
-  **Changing a car wheel**
Un jeu d'enfant, à condition d'avoir le matériel, la méthode et un minimum de muscles. Voiture grise pneu L'idéal e...
-  **Changing the spark plug of a chainsaw**
Changing the spark plug of a chainsaw

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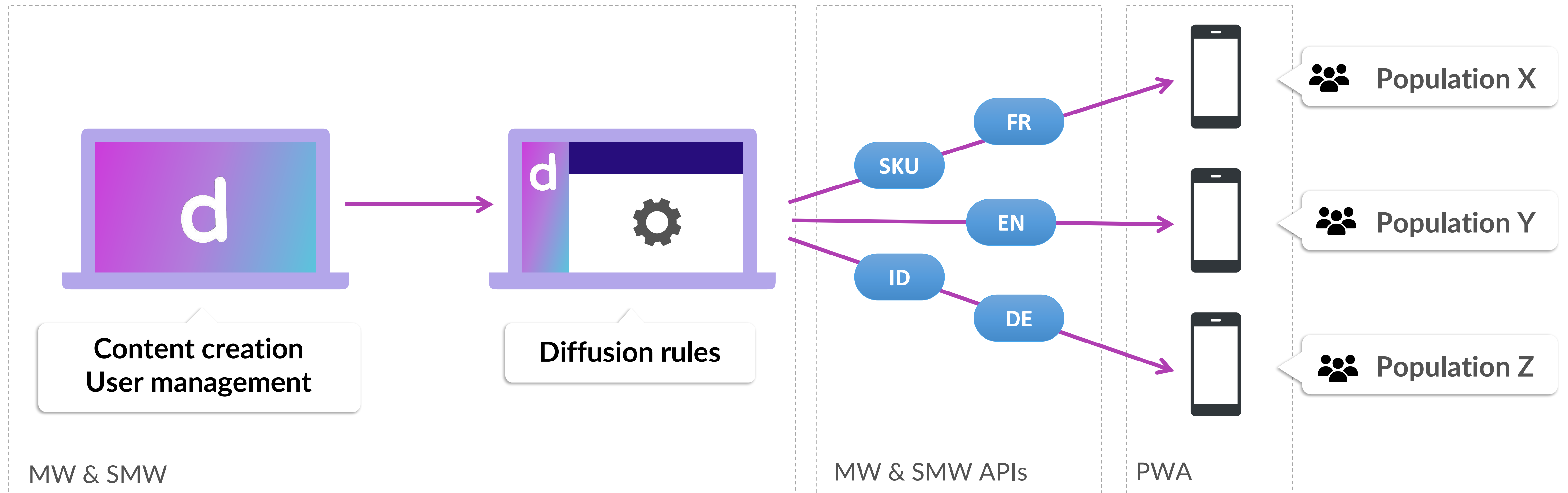
6. Create visual manuals



BookPage

The screenshot shows the dokit website interface. At the top, there is a navigation bar with the dokit logo, a search bar, and links for Categories, Manuals, Items, and Answers. On the right side of the navigation bar, there are icons for a document, a flag (UK), a notification bell with '55', an envelope, and a user profile. Below the navigation bar, there is a header section for 'My First Manual' with a sub-header 'User Manual' and a description: 'Here is an example of a manual. A manual brings together several tutorials on the same page. You can export your manuals in PDF format.' Below this, there is a list of tutorial cards, each with a small image and a title: 'BROTHER Innov-is V3 Sewing machine', 'Changing the filter of a washing machine', 'Cleaning the agitator of a washing machine', 'Bending metal with a bending machine', 'Changing a car wheel', and 'Changing the spark plug of a chainsaw'. At the bottom of the page, there is a footer with copyright information '© 2017 - 2019 Dokit, SAS.' and links for 'Terms of Use', 'Privacy policy', 'Recent changes', 'Help', and 'About'.

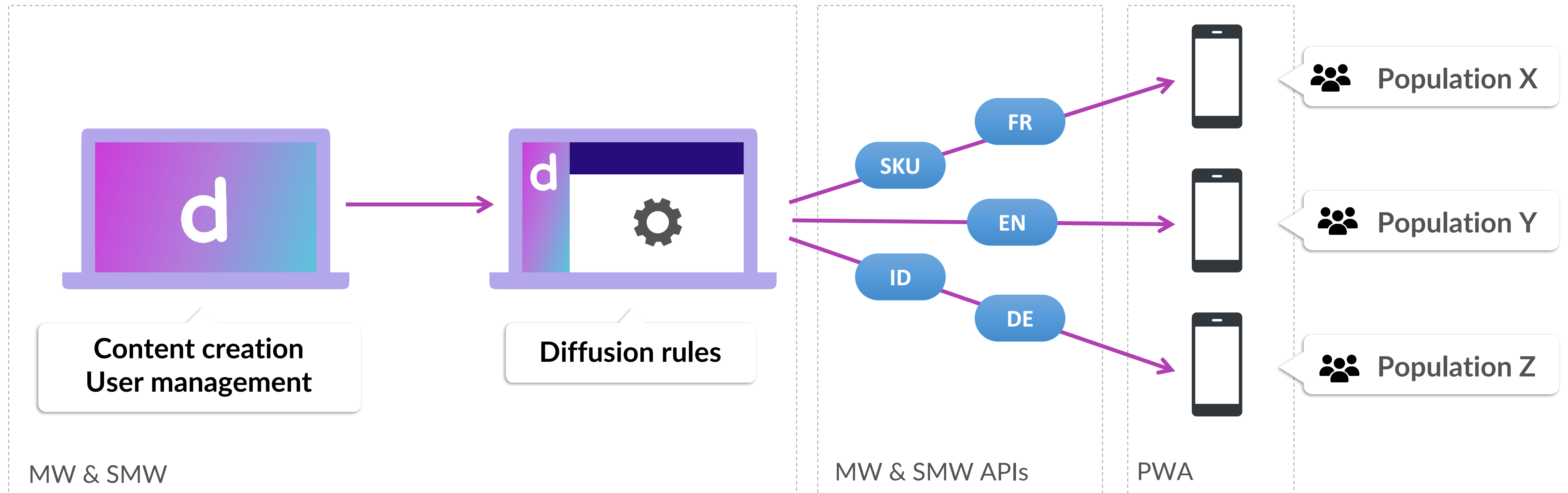
7. Spread the information in the field



7. Spread the information in the

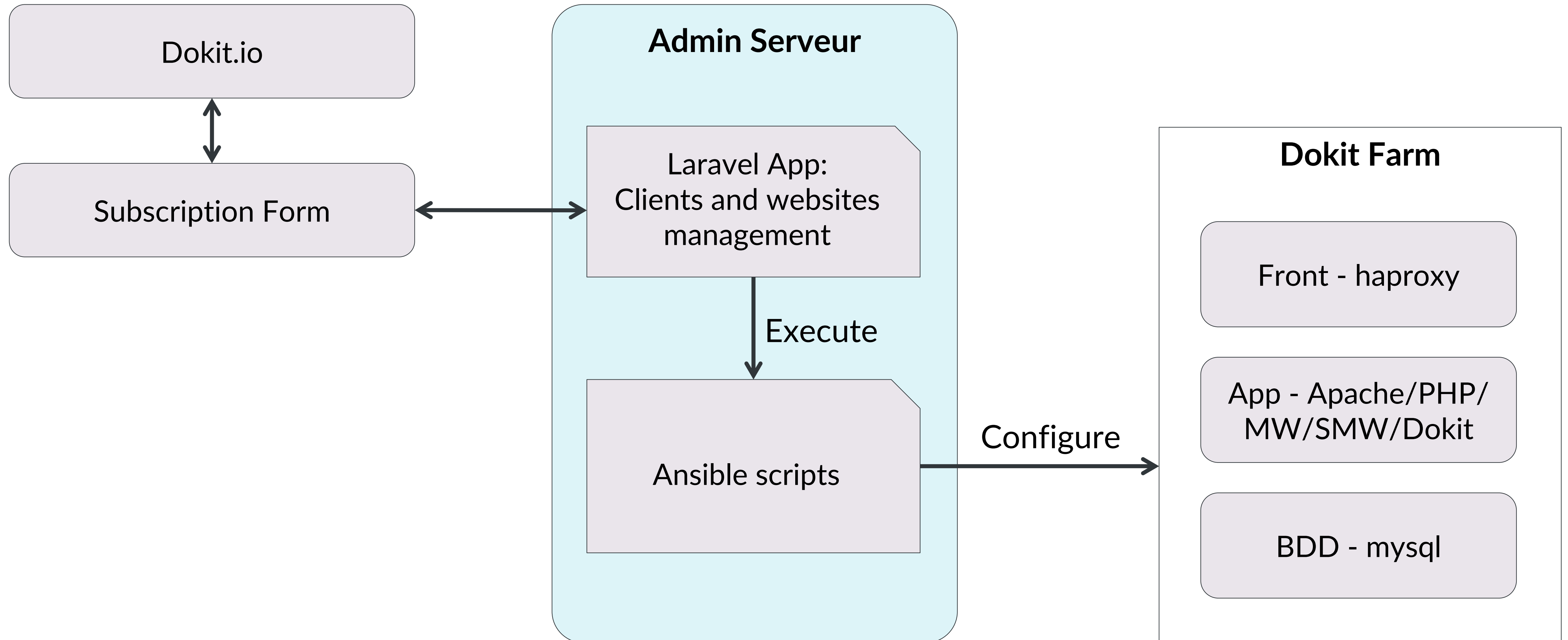


UNDER
DEVELOPMENT



How to successfully deploy and manage platforms for hundreds of companies of this kind?

Dokit Farm Architecture



2019 Main Challenges

1. Read / per page access control
2. Releasing open source code & documentation

Thank you

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