Titles should be written using the following format:  
Product: How do I; How to; Where can I find, etc.  
 **Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Example**: DMPro: How to personalize dashboards.

Enter applicable model(s) or software name. Use small, bold, italic text.  
 **Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

***Applies to Models: PNM-9084RQZ***

**OR:**

***Applies to: WAVE, DMPro***

**Summary:**

Provide a one or two-sentence summary of the article, refrain from repeating the title.

**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Example**:

This article provides instructions for showing and hiding widgets in the Organization and Locations dashboards and adjusting position of the widget, up or down.

**Step By Step Guide:**

Provide the steps needed to accomplish the summarized description.

**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Example**:

To show and hide widgets in **Organization** and**Locations** Dashboards:

1. In [**Cloud Portal**](https://platform.hanwhavision.cloud/), navigate to **DMPro**.
2. In the navigation panel on the left side of the screen, click the **Settings** ( ) icon.
3. In the Settings menu, navigate to **Dashboards**.

**Alternatively, use the following format:**

**Issue Summary:**

This article provides instructions for resolving the XYZ error in ABC. (Define Problem)

**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Example**:

**Error:**"Connection to WAVE Sync is not ready yet"

**Resolution:**

This section should contain instructions to resolve the issue summarized above.

**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Example:**

* Check sync service status:  [Sync Service Status](https://networkoptix.atlassian.net/wiki/spaces/CHS/overview)
* When connecting a WAVE server to WAVE Sync, be sure to use an email address with all lower-case letters otherwise, the web view for Sync will not open, it will continuously reload the page
* Uppercase letters in the user's email address doesn't allow you to login:  retype it in lower case

**Writing:**  
  
Use the following preferred nouns for consistency across articles:  
 Check/Uncheck - for items where a checkbox is selected  
 Choose - a menu option  
 Click - a button  
 Enter - for text that must be typed in a field  
 Log in - the act of entering information for access  
 Open - an application or file  
 Press - a key or other physical button  
  
The following words should be used in a standard way:  
 Must - do not ignore, this instruction must be followed  
 Should - the instruction may be ignored, but be justified  
 Can - this instruction may be ignored without justification  
  
**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Formatting:**  
  
Subsections (H2, H3, etc.) should begin with an -ing verb, if appropriate.   
**Example**: Uploading a Custom Detection Model  
  
Use subsections (H2, H3, etc.) to organize content  
  
Set the text size to **Default**.  
  
Use active voice whenever possible.

**Example**: Click **OK** vs You will click **OK**.  
  
Use bold text for UI elements (window names, dialog boxes, columns, fields, etc.).   
**Example**: Click **OK**.  
Spell out acronyms on first use, unless the term is common knowledge.   
**Example**: IP.  
  
Numbered lists and bullets must contain more than one item, otherwise write as a sentence.  
  
Only use numbered lists when the items must be performed in a specific order.  
  
Include a lead-in sentence for all numbered and bulleted lists.  
**Example**: To initially upload a Custom Detection Model:  
  
Write instructions as numbered lists, and second-level lists as bullets.  
  
 To nest a bulleted list within a numbered list:  
 1. Press **Enter**.  
 2. Select **Indent** from the **Align/Indent** dropdown menu.  
 3. Select **Bulleted list**.  
 4. Select **Indent** from the **Align/Indent** dropdown menu for a second   
 bulleted list.  
 5. Press **Enter** twice to return to the main bullet.  
 6. Press **Enter** twice to return to the numbered list.  
  
Use complete sentences with a period at the end of each step.  
  
Use the **CODE BOX >\_** iconon the top toolbar for all notes.  


Provide links to other articles or web sites using the **Link** icon on the top toolbar and checking the “**Open in a new tab”** checkbox in the link popup.





Upload images/screenshots immediately below the related step by using the **Image Upload** icon in the top toolbar.  


Add a soft return (**Shift**+**Enter**) in numbered/bulleted lists and after images for easier viewing.   
  
If there is a video, insert it using the **Insert Video** icon on the top toolbar.  


The text of a link should describe where the link goes.   
**Example**: Refer to the following article:   
[**Which cameras and AI applications are supported by SightMind?**](https://support.hanwhavisionamerica.com/hc/en-us/articles/21915192571419-Which-cameras-and-AI-applications-are-supported-by-SightMind)  
  
**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**

**Article Settings:**  
**Management section**Select **Administrators** for Management Permissions.  
Select **KB Management** as the Owner.  
  
**Placement section**  
Select the KB **Section** to store the article.  
  
Set the **Author** to yourself.  
  
Unless the article contains confidential information, select the **Visible to   
everyone** radio button under **Viewing permissions**.  
  
For articles with confidential information, select the **Only visible to the   
selected user segments** radio button and select **Agents and admins** from the   
dropdown menu.  
  
Add applicable **Content tags**.

**Example**: B2B  
  
Add **Labels** related to product model, type, and abbreviation for the product.   
  
Use **Promote article** to move the article to the top of the search results.  
  
Add any attachments, if needed.  
  
**Delete this BOX AND TEXT WHEN DONE by unselecting the Code Box and  
deleting the text.**