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.

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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)

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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.

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deleting the text.**