

Chapter 2 Notes

Using Help and Dialog Boxes

Windows XP comes with a built-in help system.

Help system is online – two meanings for the term online.

1. **Local sense** – Use Help files on hard disk instead of a printed manual. Information about Windows XP and its accessories.
2. **Global sense** – Connected to other computers via a network (Internet).

Presented as screens of information.

Organized in a Web-like browser.

Provides Help in various ways:

1. Search function: Key in keywords – Help searches all available help pages for occurrence of the word/s.
2. Arrange topics in a logical way.
3. Index: List of all help topics arranged alphabetically.
4. Tutorials: step by step instructions on how to perform a task.
5. Help window has forward/backward arrows.
6. Home button: takes you to first page of help.

Help is a Hypertext utility.

1. Topics linked together logically.
2. Can search Help in a nonlinear fashion (not following fixed path).
3. How it works.
 - Information bundled together with key words (Hypertext links).
 - Any key word used – computer goes to correct bundle to find information sought.
4. Built in troubleshooters included in Help.
 - Assists in isolating and diagnosing computer related problems.
 - Step by step guides.

Adding Windows XP Professional Components

Windows XP is customizable. To add missing components must use original CD-ROM to load them.

Dialog Boxes

Dialog boxes are used to exchange information with the user.

- Most ask for information.
- Others are informational. Problem alert or request confirmation for action to be taken.
- Place where user can specify options/settings in a program.

Question mark on right side of dialog title bar.

Provides description of an object. Click question mark and point to object for description.

Provides a “What’s This? pop-up.

Description of process in question.

Right clicking item in dialog box provide a “What’s This? pop-up description of item.

Summary of Dialog Boxes

1. **Check Box**: Turns selection on/off. (set/unset, enable/disable). Box checked – item set. Box unchecked – item unset.
2. **Scroll Bar**: Allows movement through document or window. Appears automatically (vertically/horizontally/or both) when information will not fit into window. Can “scroll” through choices.
3. **Combo Box**: Combination of a text box/list box. Select from list or enter own choice.
4. **Command Button**: Causes action on its label to occur.
5. **Drop Down List Box**: Single line list box. **Default** (preferred choice) in box. For other options, click down arrow. Must select entry – cannot leave blank.
6. **List Box**: List of possible choices. **No default** (preferred choice). If option not wanted, choose None. Use scroll bar to scroll through list – make choice by clicking it.
7. **Option Buttons**: presents group of mutually exclusive choices. Can select only one.
8. **Sample Box**: Appears if choice alters appearance of an object.
9. **Slider Bar**: To make a change, place mouse on slider, hold button down, and slide in desired direction.
10. **Spin Box or Spinners**: Set of arrows that increase or decrease the value in a text box.

11. **Text Box:** Place to key in choices. Choices can be limited to what exists. Often text box will present and highlight text.

The Help Index

Home page – have to guess in which book information is located.

Index selection: key in specific word/phrase; limited to predefined words/terms.

The Search and Favorites Functions

The Search Function:

Used when needed word/phrase is not known.

Search for any occurrence of words or phrase in entire Help file.

Not case sensitive.

Works with Boolean operators.

- Based on mathematical system (logic).
- Based on two truth values.
 - Found – query true.
 - Not Found – query was false.
- Contains functions of “and,” “or,” and “not”.
 1. “And” – all words must appear in order before Search displays results.
 2. “Or” – either one term or another must appear before results displayed.
 3. “Not” – term not displayed in results.
- Order of words in multiple word query is important.

Using Help and Support to Solve Problems

Help can be used to:

1. Learn about Windows XP features.
2. Also designed to solve computer problems.

When problems occurs:

1. Do not repeat what doesn't work.
2. Analyze the problem/seek assistance.
 - Go to Help and Support.
 - **Use Troubleshooters**
 1. Included in computer's Help.
 2. Step by step guides to assist in solving problems.