



MEMORANDUM

TO: Ritassida M. Djiguimde, Associate Professor of English at SAU
FROM: Zhen Ze Ong, Senior Computer Science Student at SAU, Z.O.
DATE: September 6, 2024
SUBJECT: Rhetorical Analysis of the Wacom One Tablet User Manual

In response to your assignment "Rhetorical Analysis Memorandum," this memo is intended to analyze the Wacom One Tablet User Manual. This memo will evaluate how the document reflects the characteristics of technical writing, including honesty, accuracy, clarity, comprehensiveness, correctness, accessibility, professional appearance, and conciseness, addressing a specific audience, helping users perform a task, answer a specific question, or make a decision, reflecting an organization's goals and culture, being collaboratively written, and/or consisting of words, images, or both.

Summary

The Wacom One Tablet User Manual is a well-written technical document that is very effective in its purpose of informing and guiding the user in setting up and using the product. This is reflected in its use of clear text descriptions and illustrations, well-structured sections, and helpful tools such as the table of contents, appendix, and glossary. It is professional and visually appealing while still providing the user with all the necessary information.

Honesty

The manual seems to be a very direct document that presents information without much exaggeration. It informs the user of how the product is intended to be set up and used, with notes of important information and warnings of its limitations, such as the note about tablet orientation on page 8. The document seems more trustworthy when it informs the user about the product's limitations.

Accuracy

It would be difficult to verify the accuracy of the manual through reading the document itself, but it would be safe to assume that a legitimate company like Wacom should provide accurate information in their technical documents. Inaccurate information in their technical documents could lead to potential lawsuits. A user may verify the information's accuracy by setting up and operating the product according to the manual and checking the results.

Comprehensiveness

The manual looks to be very detailed and should cover all the necessary information for the user. The document is 50 pages long, which includes product setup, usage, customization, care, additional accessories, and other information for both the tablet and the pen. Warnings and important information are highlighted in red for more visibility. On page 44, there are also links to various Wacom websites for more information or to discover the current available software applications that can enhance the product's usage.

However, the manual does not describe how to install the tablet, as mentioned in page 4. It states that the user should refer to the product Quick Start Guide and use the automated software installer in the tablet installation CD.

Clarity

The manual seems to be written in layman's terms, which a person with basic knowledge of how to use a computer should be able to understand. On most pages the document contains clear illustrations of the product, which often use arrows and labels to further convey information and instructions. There are only several terms that may not be commonly known, but they are explained in the glossary on page 46. These methods make the manual very easy for its intended audience to understand.

Correctness

The manual does not seem to contain any spelling, grammar, or punctuation mistakes. This is expected as a technical document of a legitimate company should not contain any spelling, grammar, or punctuation mistakes.

Accessibility

The manual seems to be very accessible. It is split up into main sections that describe the product's setup, usage, customization, etc. Each section is further broken down into subsections with clear subtitles that stand out against the rest of the text. As mentioned before, these pages often include an illustration of the product along with useful arrows and labels.

Users can use the table of contents to quickly navigate to where they want to go within the 50-page document. An appendix at the end of the document provides additional information, and the glossary describes several terms that may not be common knowledge to the user.

Professional appearance

The manual looks like a standard professional user manual. The graphics and typography fit the needs of the document, while still looking appealing to a reader.

Conciseness

Information is written clearly and professionally, and the text and illustrations are easy for a user to read. There does not seem to be any unnecessary filler.

Addressing a specific audience

The document is excellent in providing the necessary information to its intended audience without using unnecessary jargon. The manual's audience is the buyer, who requires information on how to set up and use the product. The document assumes that the user has basic knowledge of electronic devices and computers, which is expected of someone purchasing an electronic drawing tablet.

Helping users perform a task, answer a specific question, or make a decision

The manual seems to answer any questions a user might have about the product. The instructions are simple and clear for the user to follow when setting up or using the product. The user can easily navigate through the document by using the table of contents. It also directs users to online Wacom websites if they have more questions about the product.

Reflecting an organization's goals and culture

In this well-written document, Wacom's philosophy is displayed to the user in a positive manner. On page 4, the manual states that Wacom's philosophy is to continually improve all of its products. An organization's goals and philosophy are often reflected in their communication with their audiences. A badly written document with multiple errors and inaccessibility can make a user distrust or become frustrated with the organization presenting it.

Overall Evaluation

The Wacom One Tablet User Manual is a well-written technical document that is very effective in its purpose of informing and guiding the user in setting up and using the product. This is reflected in its use of clear text descriptions and illustrations, well-structured sections, and helpful tools such as the table of contents, appendix, and glossary. It is professional and visually appealing while still providing the user with all the necessary information.

Attached link to document:

<https://cdn.wacom.com/u/productsupport/manuals/wacom1/user%27s%20manual.pdf>