



JULY 2026 • DIGITAL DOCUMENTATION

Make digital manuals useful beyond the QR code

A QR code is an access point, not a documentation system. A useful digital manual still needs clear equipment applicability, controlled revisions, readable content and a dependable way for users to find the information they need.

Clear information. Confident next steps.

Eight-page reading booklet
Collection first published 22 September 2026
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01 / UNDERSTAND

Start with a clear foundation

Plan the access journey

Decide whether the link opens an equipment landing page, a current manual or a document library. Consider whether users need permission to access the material and what happens when a label is copied or shared. Keep sensitive customer information outside publicly accessible documents unless its release has been authorised.

Design for the working environment

Check headings, tables and illustrations on a small screen. Provide search or a useful contents structure and make links descriptive. Where an offline version is needed, identify its revision and explain how users can check for a newer issue. The customer should decide what information must remain available without a connection.



02 / APPLY

Turn information into action

Maintain the link as the product evolves

Assign responsibility for updating the destination and checking links after revisions. Preserve the relationship between the machine configuration and its documentation. A general link to the newest manual may be misleading if older machines require different instructions.

A QR code is only a doorway

A QR label may help a user reach documentation, but the destination still needs to identify the equipment and applicable revision. Consider what happens when the user has no network access, the URL changes or a machine is modified. Agree how the linked content is controlled and whether an offline package is needed. Do not rely on a decorative digital interface to compensate for missing approved operating information or poor document structure.



03 / LOOK CLOSER

Test the whole reading experience

Open the manual on the devices and formats expected by the customer. Check search, bookmarks, cross-references, image readability and download behaviour. Confirm that a link to a part or procedure lands on the intended information. Avoid making technical content depend solely on colour or an unexplained icon. Where the pack contains scans, verify searchable text carefully, particularly identifiers and numerical values. Digital delivery should make information easier to reach while retaining the evidence of its controlled issue.

- Which user needs this information most urgently?
- Which source is authoritative, and who can approve it?
- What would make a small pilot useful to your team?

**04 / WORKSHOP**

Make it a team conversation

Use one small, approved example from your own organisation. Nominate a document owner and a reviewer, then apply the checklist below. Record the initial problem, the proposed improvement and the evidence needed to confirm it. Keep the exercise separate from any live equipment activity or production change until the appropriate authority approves it. Discuss what became clearer, which inputs were missing and whether the same approach can be repeated. A modest improvement that your team actually uses is a stronger starting point than an ambitious system with no agreed owner.

- Name the document owner and technical reviewer.
- Write down one unresolved source-information question.
- Agree one measurable information-finding task.
- Record what changed after the review.



05 / WORK WITH CDX

A practical delivery partnership

CDX can help organise the source material, prepare a representative layout, produce the agreed CAD or documentation outputs and maintain a comment register through review. Offshore production is coordinated by Australian management under a defined scope. We do not provide engineering sign-off or create evidence of inspections that have not occurred. Bring the approved source information, your intended audience and the required deliverable list to the discussion. We will identify the preparation work, unresolved questions and review responsibilities before agreeing the production scope.

- Supporting documentation from AUD \$10/hr + GST.
- CAD drafting & modelling from AUD \$16/hr + GST.
- Technical documentation from AUD \$16/hr + GST.
- 12-month work warranty; scope and conditions apply.



06 / CHECK & ACT

Your next step

Open an existing technical PDF on a phone and try to find one maintenance task. Use the result to decide whether better navigation, a mobile layout or a structured HTML manual would add the most value.

- Define the destination and access permissions.
- Test mobile readability.
- Show revision and equipment applicability.
- Agree any offline deliverables.
- Assign an owner for link and content updates.



07 / TAKE IT FORWARD

A one-page improvement brief

Use these prompts to start a focused discussion with your team. Keep confidential equipment details inside your approved project channels.

- Problem: what information is difficult to find or trust?
- Reader: who needs it and at what point in their work?
- Source: which approved files and records exist?
- Deliverable: what would make the information usable?
- Review: who will confirm the technical content?
- Success: how will you check whether it helped?

Start a scoped conversation

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General educational material. CDX prepares work for review and does not provide engineering sign-off. Your responsible authority approves equipment-specific instructions and technical decisions.