

Subscription Service User Guide

1.	What is the SDLDesktop Translator™ Subscription Service?	2
2.	What is a Toolbar?	3
2.1.	Different toolbars	3
2.2.	Viewing a list of available toolbars	3
2.3.	Making Toolbars visible	4
3.	Download for Installation	5
3.1.	When can you download the toolbar	5
3.2.	Running the installer	5
4.	Using the toolbar	6
4.1.	Description of the SDLDesktop Translator™ Toolbar	6
4.2.	Changing SDLDesktop Translator™ Toolbar settings	7
5.	Carrying out a translation in Microsoft Word	8
5.1.	Translating a complete document	8
5.2.	Translating highlighted text within a document	9
6.	Carrying out a translation in Microsoft Outlook	10
7.	Frequently asked questions	11
7.1.	Do I have to translate whole documents every time?	11
7.2.	Where do I find the translated document?	11
7.3.	Is there any limit to the size of document that I can translate?	11
7.4.	Will the specialized dictionaries improve the quality of all translations?	11
7.5.	How comprehensive are the specialized dictionaries?	12
7.6.	Will all the formatting in my Microsoft Word documents be preserved?	12
7.7.	What is to stop me giving my Username and Password to other people?	12
7.8.	Why do I have to be connected to the Internet to use the toolbar?	12
7.9.	Will I be able to translate from within Internet Explorer?	12
7.10.	Will I be able to use this service if I don't have Office 2000 or Office XP?	13
7.11.	Why is the installation process not working on my Windows system?	13
7.12.	Why can't I see the toolbar in Microsoft Outlook?	13

1. What is the SDLDesktop Translator™ Subscription Service?

- The SDLDesktop Translator™ Subscription Service is an online service that allows subscribers to translate selected text and complete emails and documents from within the Microsoft Office 2000 and Microsoft Office XP versions of Word and Outlook.
- To use the SDLDesktop Translator™ Toolbar, you must have Microsoft Office 2000 or Microsoft Office XP installed on your computer and an Internet connection.
- To perform translations using the SDLDesktop Translator™ Toolbar your Internet connection must be active.

2. What is a Toolbar?

2.1. Different toolbars

- Within Microsoft Office applications there are a number of toolbars available. The Standard toolbar in Microsoft Word looks like this.

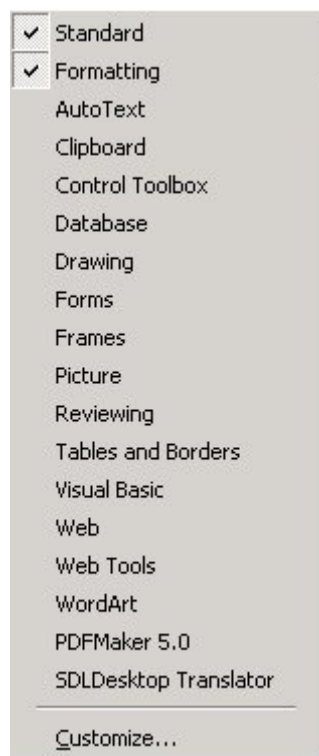


- You may also have other toolbars displayed such as the Formatting toolbar, which looks like this:



2.2. Viewing a list of available toolbars

- You can display a list of all available toolbars by right clicking anywhere within the toolbar area. You will then see a list similar to the one shown below. (Do not worry if your list of toolbars is not identical the one shown here. Each individual computer can have different toolbars available, depending on what has been installed on the computer and how it is configured). You can also see the list of available toolbars by selecting the “View” menu and then selecting the “Toolbars” option.



- The SDLDesktop Translator™ Toolbar is an extra toolbar that is provided by SDL International. It contains options that enable you to carry out translations from within Microsoft Word and Microsoft Outlook.
- Once you have installed the toolbar and reopened Microsoft Word or Microsoft Outlook, the SDLDesktop Translator™ Toolbar will automatically appear in the list of toolbars available in those applications.

2.3. Making Toolbars visible

- You can toggle toolbars on and off (make them visible or invisible) by accessing the list of toolbars and clicking a toolbar name. Each time you click a name, a check mark will appear or disappear beside the name you have selected. When the check mark is visible the toolbar will be visible in that Microsoft Office application.
- If the SDLDesktop Translator™ Toolbar is not visible after installation simply right click on the toolbar area and select it from the list. A check mark will appear beside it and the toolbar will then be visible.
- In Microsoft Outlook the SDLDesktop Translator™ Toolbar is visible when you have an e-mail message open in its own window to read or edit. The Toolbar will not be visible if you are using Microsoft Word as your e-mail editor. See the question “Why can’t I see the toolbar in Outlook?” in the FAQ section, below.

3. Download for Installation

3.1. When can you download the toolbar

- When your subscription payment has been accepted, you will be given the opportunity to download the SDLDesktop Translator™ Toolbar. You will also be sent an e-mail giving you a webpage from where you can download the toolbar at a later date if required.

3.2. Running the installer

- You can either download the toolbar to your local hard disk and then run the setup program from there or you can choose to run the installer directly from the download screen.
- Please ensure that all of your Microsoft applications are closed before you run the installer. You will be reminded about this when the installer first runs.
- During installation, the following message may appear on your screen. The message, which may stay on the screen for 30 seconds or more, will disappear after the installer has removed any temporary files that were created during the installation process. Please remain patient and do not use the cancel button. Clicking the cancel button will result in an incomplete installation of the SDLDesktop Translator™ Toolbar.




4. Using the toolbar

4.1. Description of the SDLDesktop Translator™ Toolbar

- After installation you will see the SDLDesktop Translator™ Toolbar the next time you open Microsoft Word or create or open an email in Microsoft Outlook. The toolbar looks like this:



- To use the SDLDesktop Translator™ Toolbar you need to be connected to the Internet. Once you have logged on to the Internet in your usual manner, return to Microsoft Word or Microsoft Outlook and you will be able to click on the Translate button to carry out translations. If you are not connected to the internet you will get an error message telling you that the toolbar is unable to connect to the translation server.
- You can select a different language pair by clicking the down arrow  to the right of the language pair. This displays a drop down menu like this.



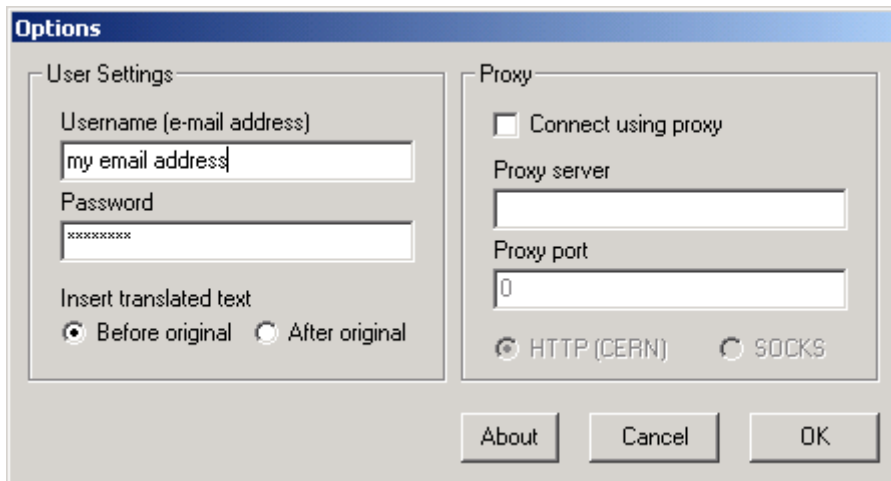
- Now select the language you are translating from and the language you wish to translate to. The first language in the pair is the language you are translating from (the source language) and the second is the language you wish to translate to (the target language).
- You can also select the specialized dictionary you wish to use by using the drop down menu to the right of the language pair. It looks like this:



- Do not worry if different dictionaries appear in your drop down list. Different language pairs have different specialized dictionaries available and the list may be longer or shorter depending on which language pair you have chosen.

4.2. Changing SDLDesktop Translator™ Toolbar settings

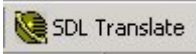
- You can change your Toolbar settings by clicking the options button. This will display the following window.

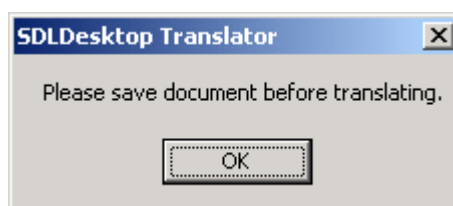


- Use this window to change your e-mail address and password. These must be the e-mail address and password that are registered with SDL International. These will be the e-mail address and password you gave when first subscribing or the new e-mail address and password you have registered by using your online account with SDL International.
- When you use the SDLDesktop Translator™ Toolbar to translate a section of text within your document, the returned translation can be placed before or after the highlighted original language text. Select the option you want to use: “Before original” or “After original”.
- If you are subscribing from home there is no requirement to specify a proxy server connection. If you are subscribing from within a company environment, please contact your system administrator for the details of your proxy server.

5. Carrying out a translation in Microsoft Word

5.1. Translating a complete document

- First save the document.
- Ensure that there is no text highlighted.
- Select the desired language direction, such as English/Spanish.
- Select the desired dictionary, such as Standard.
- Click on the  button.
- If you have not saved the document you will get the following message



- Once your document has been saved a copy of the file is sent for translation and then returned to your computer. The new file is saved in the same directory as the original file and the new file is opened on screen. The name of the new file consists of the original file name preceded by the name of the language into which it has been translated.
- In the example below a document called “How it works.doc” was translated into French and the resulting translated document was returned and saved as “French_How it works.doc”

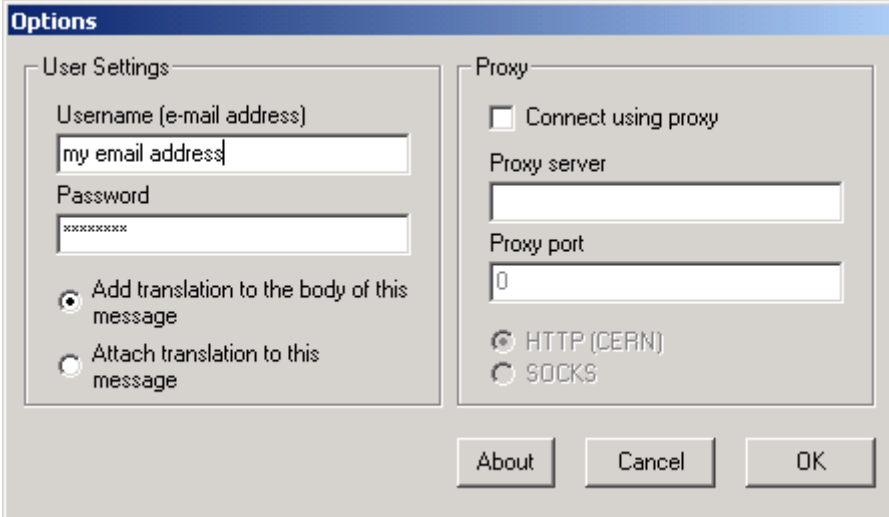


5.2. Translating highlighted text within a document.

- If you do not wish to translate a complete document but just wish to translate a small section, a paragraph, a sentence or even a single word highlight the section you wish to translate, select the desired language direction and dictionary, and click the translate button.
- The highlighted section of text will be sent for translation and the returned translation will be placed before or after the highlighted text depending on which option has been selected from the settings window.
- **Remember:** If you do not highlight anything the complete document will be translated

6. Carrying out a translation in Microsoft Outlook

- The SDLDesktop Translator™ Toolbar is only visible when you are reading or writing an e-mail.
- In Microsoft Outlook you can only translate a complete e-mail. You cannot highlight sections of text for translation.
- You can choose to have your translation returned as an attachment to the original e-mail or to have the text added to the original e-mail. You can do this by selecting “Add translation to the body of this message” or “Attach translation to this message” from the Options window.



The image shows a screenshot of the "Options" dialog box in Microsoft Outlook. The dialog is divided into two main sections: "User Settings" and "Proxy".

User Settings:

- Username (e-mail address):** A text box containing "my email address".
- Password:** A text box containing "*****".
- Translation Options:** Two radio buttons are present:
 - Add translation to the body of this message
 - Attach translation to this message

Proxy:

- Connect using proxy
- Proxy server:** An empty text box.
- Proxy port:** A text box containing "0".
- Proxy Type:** Two radio buttons are present:
 - HTTP (CERN)
 - SOCKS

At the bottom of the dialog, there are three buttons: "About", "Cancel", and "OK".

7. Frequently asked questions

7.1. Do I have to translate whole documents every time?

No. You can highlight Paragraphs, sentences, phrases or even single words and click the translate button and you will get a translation of the highlighted section of your document. If you choose to translate your whole document you must save it first and ensure that nothing is highlighted.

7.2. Where do I find the translated document?

When a translated document is returned to your computer, it is immediately opened in a new Microsoft Word window so that you can view it at once.

Translated documents are saved in the same directory as the original documents and use the following naming convention:

Original Document	Language Direction	Translated Document
agenda.doc	English/Spanish	Spanish_agenda.doc
Mitteilung.doc	German/English	English_Mitteilung.doc

7.3. Is there any limit to the size of document that I can translate?

Yes. The maximum size of document you can translate is limited to 800 Kbytes or 20,000 words. When you opt to translate a whole document the original language document is sent to the translation server for translation and the translated version of the document is sent back. The translation process itself is extremely fast but we have no control over the time it takes to upload your document to the server and download it again. The system may time out if the file is too large which is why there is a limit on the size of document you can send for translation.

The size limit also applies to partial document translations however these document sub sections are unlikely to be larger than the permitted limit.

7.4. Will the specialized dictionaries improve the quality of all translations?

Not necessarily in every case. The specialised dictionaries are quite comprehensive but this does not mean that every word associated with a specialization is contained within them. We are constantly monitoring the system looking for not found and mistranslated words within the specialized areas and we will be adding them to the dictionaries on a regular basis.

7.5. How comprehensive are the specialized dictionaries?

The specialized dictionaries are updated regularly. For instance we will monitor the usage of the specialised dictionaries for untranslated words and will update the dictionaries at regular intervals with the top 100 untranslated words. This way we will be providing continuing improvement in the quality of translations returned to you when you use the specialized dictionaries

7.6. Will all the formatting in my Microsoft Word documents be preserved?

Yes. For both partial and whole document translation requests, all of your formatting will be preserved in the returned translation.

7.7. What is to stop me giving my Username and Password to other people?

Nothing. As described in the Terms and Conditions there is a daily limit of 50 translations per day for each subscriber. The number of translations requested is reset to zero at midnight GMT each day. If you give your Username and Password to another person they may use your daily allowance of translations before you get a chance to use the service.

7.8. Why do I have to be connected to the Internet to use the toolbar?

The service we are providing comes from an Internet server. This means that although you have the Office toolbar installed in your applications you still need to be connected to the Internet to use it.

7.9. Will I able to translate from within Internet Explorer?

No. The toolbar only works within Office 2000 and office XP.

7.10. Will I be able to use this service if I don't have Office 2000 or Office XP?

No. The toolbar only works within Office 2000 or Office XP. Previous versions of Microsoft Office are not supported.

7.11. Why is the installation process not working on my Windows system?

In order to install the SDLDesktop Translator™ Toolbar on a Windows 2000 or Windows XP operating system you need to be a super user or above. Please see your Operating System manual for further details. Remember that the SDLDesktop Translator Toolbar does not support previous versions of Microsoft Office and will not install if you do not have Microsoft Office 2000 or Microsoft Office XP on your computer.

7.12. Why can't I see the toolbar in Microsoft Outlook?

In Microsoft Outlook, the toolbar is only visible when an e-mail is open for reading or editing.

The SDLDesktop Translator Toolbar™ in Microsoft Outlook will also be missing if Outlook has been set up to use Microsoft Word as its editor. The solution is to remove Microsoft Word as the default editor for Microsoft Outlook. This will not affect the operation of Microsoft Outlook.

You can do this by:

1. Opening Microsoft Outlook
2. Going to the Tools/Options menu
3. Selecting Mail Format and uncheck the box which says "Use Microsoft Word to edit e-mail messages".
4. The SDLDesktop Translator™ Toolbar will now be visible when you write a new e-mail or reply to an existing one.