



Engage - Multi Language Translation System



Translator Guidelines

Welcome

Before you start your translation please sign up and download the Engage Translator software and then complete the short tutorial which will give you a detailed understanding and training of the translation task and the Engage software.

This tutorial will only take around 20 minutes and will demonstrate to you how easy it is to make the changes to the Engage English language software to convert it to one of the 101 other languages that this software is designed to support.

Support is always available if you get into difficulties or want some help or guidance. Either call the Language desk found in the online monitor of your Engage software or email support@voice-commerce.com

Register and Download

Please sign up and Download the Engage Translation pack now from here.
<https://secure.on-instant.com/register/tra001.html>

Please save and install the Engage system to the Default C drive or if you chose another location please remember that is now your destination location for the application software. You will need to get access to this location to edit the Languages files in the Engage client software.

Introductory Tutorial

In this tutorial we are going to use notepad as the editor which you should open now.

You should also have the Engage software installed and at the login prompt (do not log in yet).

Go to my computer C drive Program files and open the Engage Folder. Here you will find a separate folder named languages. This is the only folder that you will use to develop translations.

The version of Engage software that you have downloaded already has en-gb.lng, DEV-TKLineNum.lng and DEV-TK.lng files in the language folder.

Go to the login page and you should be able to see three entries in the language selection box.

- English
- Token Line Numbers
- Tokens

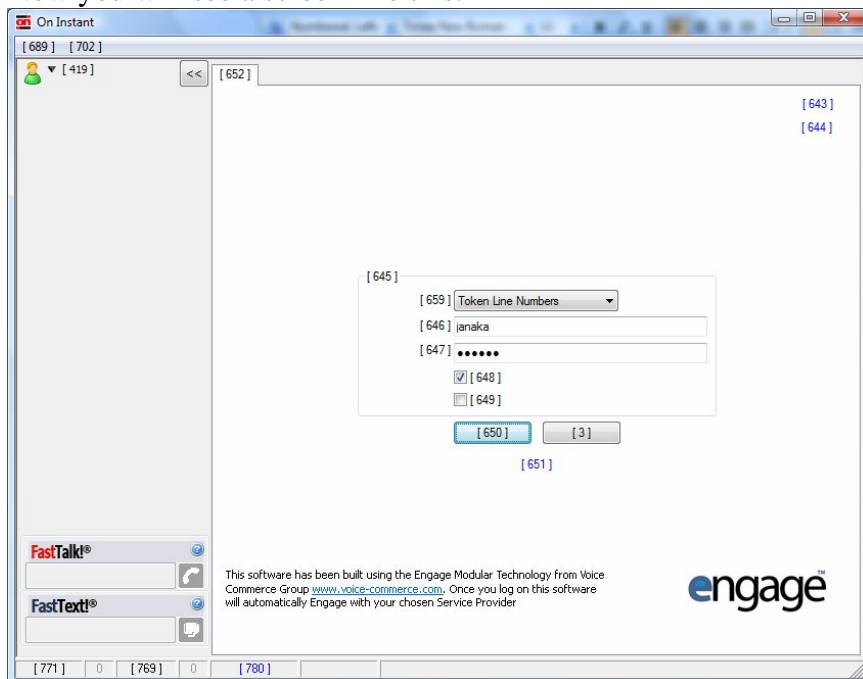
Login to the Engage software using your user name and password using the English drop down selection and familiarise your self with the software.

Now log out using the File logout option and you will be back at the login screen.

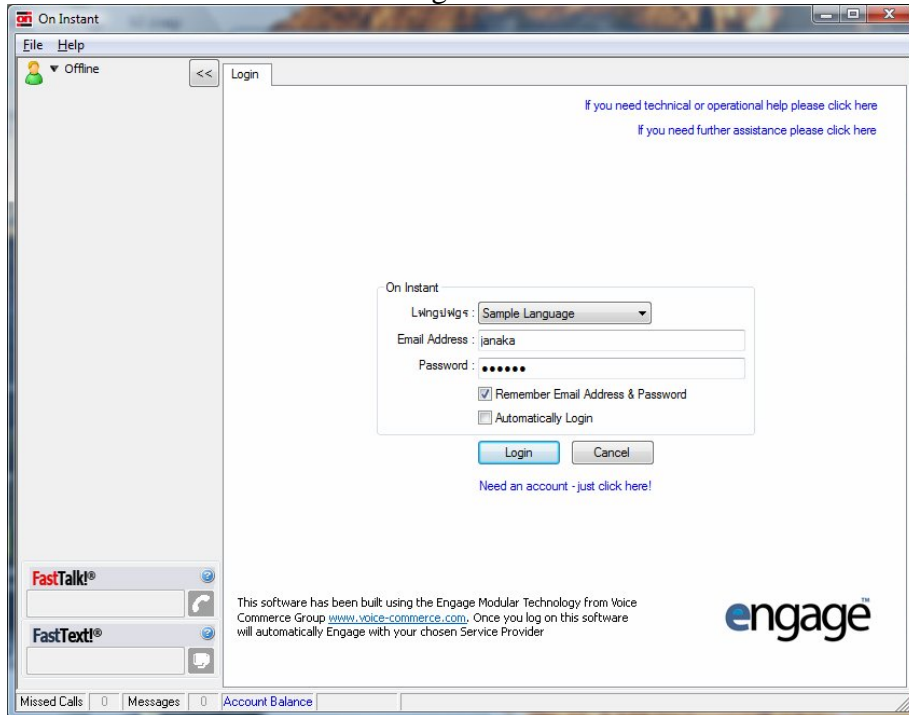
In this tutorial we are going to use Token Line Numbers pack together with the English language file to develop a new language (xx.lng) so that you can see how the Engage translation system works before you start work on the main translation.

Steps

1. From the Languages folder of the Engage software on the C drive take a copy the en-gb.lng and rename it as xx.lng. If the file is in a read-only mode remove the read-only property.
2. Open the xx.lng file in notepad and change the top most line of the file as,
LANGUAGE Test Language
3. Save the file and copy it into the application language folder. Now when you login to the Engage application you should see 'Test Language' in the language selection dropdown.
4. Run the notepad and open the xx.lng file in the language folder again (on the C drive). Make sure to deselect Word Wrap option from Format menu. You should bring up the Engage application login page as well.
5. From the application language selection box select the 'Token line numbers' pack.
6. Now you will see a screen like this.



13. You should now see the following screen



14. Now you can continue to translate other texts one by one by following instructions from step 5, over and over again.

15. You can see that there are a few more strings missing in the 'Token Line number' screen. Those are the text associated with tool tips. To view these you need to bring your mouse over on top of the UI elements to view the token line number associated to it. For example if you mouse over [\ll] the Expand shrink button on the Engage client after you have logged in, you will see the line number 172 , which is the relevant token string for the tool tip for this button. When moving the mouse over the main menu you can also see the line number associated with the status bar. That line number is for the tool tip text.

Note: Do not introduce new lines in between token strings. This tutorial is a simple approach that you can follow but you may come up with an alternative or easier method that suits you once you are familiar with this system.

Translation Management

To develop a new Engage Language pack the translator must start with the default English language file (en-gb.lng) as the reference document and do the translations, according to the information and rules detailed in this document.

To review this file (en-gb.lng) this document should be open in Note Pad

The process of translating strings is iterative. The translator modifies the English language strings in the new language file and can then test the translation and appearance through the Engage client UI. If required the translator can re-visit the file and make necessary changes or adjustments.

Location of the Language translation file(s)

Language files are always located as follows:

<APP_INSTALLED_FOLDER>\Languages\.
This will always be
e.g. - C:\Program Files\Engage\Languages\
Unless you have changed the default location

All language files, including the default English language file must be stored in this folder.

Naming your Language File

The Language file name should always be named and saved in the following format:

File name = <Language Code>.lng
For example – en-gb.lng
And saved as a UTF8 format.

Always the file name should be in English (i.e. for Thai translation the file name should be th.lng)

The <Language Code> must be as the unique case insensitive string code which can be found in the language codes appendix of this document

Once you put the file into correct location, \Engage\Languages\new language name (i.e. th.lng) it will automatically become populated in the language selection dropdown in the login page of the Engage application. If you are already in the login page you need to exit and run the application again to refresh the dropdown.

You must log out and log back into the Engage client for text changes to take effect. End Users of the Engage software are able to choose or switch between languages before they log into the Engage system.

Please refer [Appendix A](#) for how to deal with the formatting characters.

6. Any missing token/string(s) in the file will be defaulted to application defined English string.

Additional Support Systems

In addition to the default English language file (en-gb.lng) there are also two supporting language files to help the translator to associate particular token/string pair with the UI. These are:

1. DEV-TK.lng
2. DEV-TKLineNum.lng

You must also copy these files to the language folder (APPP_INSTALLED_FOLDER>\Languages)

This will create in the language selection dropdown two additional entries and the translator can then switch the UI into special modes selecting those entries. Please note that to exit the Engage Client you must select the very top left hand tab and the second entry in the drop down box.

Appendix A



These MUST NOT BE DELETED

How to Handle Special Formatting characters

New Line (\n)

'\n' should keep in the same position between two string segments as in the original string

e.g.:

Original string -

IDS_MSG_INET_DOWN Service could not be found\nPlease check your internet connection

Translated string

IDS_MSG_INET_DOWN Srv ไม่ คณพบ นต ะร พบnd\nPlรพรร chรck yดปร
ไทรนรต คณนรตไดน

String insertion character (%s)

'%s' can be moved within a sentence to make it meaningful according to that specific language

e.g.:

Original string

DS_MSG_ERR_LOGIN_FAILED Invalid username or password\n%s Login Failed

Translated string

IDS_MSG_ERR_LOGIN_FAILED Invพไได ปรนพมร ดร พสวดrd\n Fพไวด
โดงใน %s.

In this case '%s' represents the name of the user, which will be inserted by the Engage application at run time.

Numeric value insertion character (%d)

This is similar to '%s' where you can move within the string.

e.g.:

Original string

IDS_STRING_NUMBER_OF_MINUTES %d minutes

Translated string

IDS_STRING_NUMBER_OF_MINUTES Mไนปรส %d

Special formatting characters (|, =)

These characters are being used by the Engage application as delimiters to retrieve additional information about data within the string. When making changes in the string these character patterns should maintain according to the specifications

- **Table column specifies**

These strings specify the table column header title and the width. In these strings only the column header should change. Column width and the formatting characters should not be changed.

e.g.:

Original string

IDS_COL_WIDTH_MESSAGES_LIST 325=Subject|145=From|120=Received

Translated string

IDS_COL_WIDTH_MESSAGES_LIST 325=Subject|145=From|120=Received

- **File filter specifiers**

These strings are being used by the Engage application as the file filters in file browsing dialogs. In these strings, only the file description should change.

e.g.:

Original string

IDS_STRING_WAV_FILES Wave Files (*.wav)|*.wav|

Translated string

IDS_STRING_WAV_FILES Wave Files (*.wav)|*.wav|

- **Special data field specifies**

These strings contain id value\ string pairs to be used within the Engage application. Here also numeric values,| and = characters should not be changed.

e.g.:

Original string

IDS_DATA_PROP_MESSAGES_TYPES -1=Received All|2=Received
Text|1=Received Voice|13=Received Video|17=Received
Announcements|3=Reminders|9=Contact Requests|0=Sent All|11=Sent Text|12=Sent
Voice|14=Sent Video|18=Sent Announcements

Translated string

IDS_DATA_PROP_MESSAGES_TYPES -1=Received All|2=Received
Text|1=Received Vd|13=Received V|17=Received
Announcements|3=Reminders|9=Contact Requests|0=Sent All|11=Sent
Text|12=Sent Vd|14=Sent V|18=Sent Announcements

UTF8 Language codes

Always save as af.lng – UTF8 format – all files type

af	Afrikaans	sq	Albanian
ar-sa	Arabic (Saudi Arabia)	ar-iq	Arabic (Iraq)
ar-eg	Arabic (Egypt)	ar-ly	Arabic (Libya)
ar-dz	Arabic (Algeria)	ar-ma	Arabic (Morocco)
ar-tn	Arabic (Tunisia)	ar-om	Arabic (Oman)
ar-ye	Arabic (Yemen)	ar-sy	Arabic (Syria)
ar-jo	Arabic (Jordan)	ar-lb	Arabic (Lebanon)
ar-kw	Arabic (Kuwait)	ar-ae	Arabic (U.A.E.)
ar-bh	Arabic (Bahrain)	ar-qa	Arabic (Qatar)
eu	Basque	bg	Bulgarian
be	Belarusian	ca	Catalan
zh-tw	Chinese (Taiwan)	zh-cn	Chinese (PRC)
zh-hk	Chinese (Hong Kong SAR)	zh-sg	Chinese (Singapore)
hr	Croatian	cs	Czech
da	Danish	nl	Dutch (Standard)
nl-be	Dutch (Belgium)	en	English
en-us	English (United States)	en-gb	English (United Kingdom)
en-au	English (Australia)	en-ca	English (Canada)
en-nz	English (New Zealand)	en-ie	English (Ireland)
en-za	English (South Africa)	en-jm	English (Jamaica)
en	English (Caribbean)	en-bz	English (Belize)
en-tt	English (Trinidad)	et	Estonian
fo	Faeroese	fa	Farsi
fi	Finnish	fr	French (Standard)
fr-be	French (Belgium)	fr-ca	French (Canada)
fr-ch	French (Switzerland)	fr-lu	French (Luxembourg)
gd	Gaelic (Scotland)	gd-ie	Gaelic (Ireland)
de	German (Standard)	de-ch	German (Switzerland)
de-at	German (Austria)	de-lu	German (Luxembourg)
de-li	German (Liechtenstein)	el	Greek
he	Hebrew	hi	Hindi
hu	Hungarian	is	Icelandic
id	Indonesian	it	Italian (Standard)

Engage Translation Instructions

it-ch	Italian (Switzerland)	ja	Japanese
ko	Korean	ko	Korean (Johab)
lv	Latvian	lt	Lithuanian
mk	Macedonian (FYROM)	ms	Malaysian
mt	Maltese	no	Norwegian (Bokmal)
no	Norwegian (Nynorsk)	pl	Polish
pt-br	Portuguese (Brazil)	pt	Portuguese (Portugal)
rm	Rhaeto-Romanic	ro	Romanian
ro-mo	Romanian (Moldavia)	ru	Russian
ru-mo	Russian (Moldavia)	sz	Sami (Lappish)
sr	Serbian (Cyrillic)	sr	Serbian (Latin)
sk	Slovak	sl	Slovenian
sb	Sorbian	es	Spanish (Spain)
es-mx	Spanish (Mexico)	es-gt	Spanish (Guatemala)
es-cr	Spanish (Costa Rica)	es-pa	Spanish (Panama)
es-do	Spanish (Dominican Republic)	es-ve	Spanish (Venezuela)
es-co	Spanish (Colombia)	es-pe	Spanish (Peru)
es-ar	Spanish (Argentina)	es-ec	Spanish (Ecuador)
es-cl	Spanish (Chile)	es-uy	Spanish (Uruguay)
es-py	Spanish (Paraguay)	es-bo	Spanish (Bolivia)
es-sv	Spanish (El Salvador)	es-hn	Spanish (Honduras)
es-ni	Spanish (Nicaragua)	es-pr	Spanish (Puerto Rico)
sx	Sutu	sv	Swedish
sv-fi	Swedish (Finland)	th	Thai
ts	Tsonga	tn	Tswana
tr	Turkish	uk	Ukrainian
ur	Urdu	ve	Venda
vi	Vietnamese	xh	Xhosa
ji	Yiddish	zu	Zulu