# *Compadre* Document®

## Frequently Asked Questions

Congratulations on purchasing *Document,* one of the many products within SpeechGear's *Compadre*® instant translation suite. This document provides answers to some Frequently Asked Questions (FAQ) as well as some User Tips. If after looking at the document you still have a question for us, or suggestions as to new features we should add, please email support@speechgear.com. Include the product you are using, the version number (found in the "About" tab of the software) and your contact information. Well get back to you right away with an answer.

- **How do I open up the User Manual?**

  Click on the **Help** button that is located in the upper left corner of the DocumentWorkbench interface.

- **Does Compadre:Document work on my already existing Word® and PowerPoint® files?**

  Yes, the program will work fine with all your existing documents and files. Just open your file as you have always done in the past, and now you'll be able to generate a translation using all of *Document's* features.

- **How does Compadre:Document work?**

  After loading an existing Word document or PowerPoint presentation into *Document*, the program generates translation suggestions for all text segments in the entire presentation. To instantly translate the entire file, just select *Translate All.* To fine tune translations, you can choose to edit each segment individually to ensure cultural and grammatical accuracy. When you are satisfied with a translation, *Document* inserts the text into the appropriate location while retaining original formatting of text and graphics.

- **Do I need an internet connection to use Compadre:Document?**

  No, the program runs locally on your own computer. You do not need any network connectivity. The only exception is that to activate your license you will need to connect to SpeechGear's licensing server during the initial installation process.

- **Why do I get an error when I try to license Document?**

  You need a two-way connection to www.speechgear.com in order to license SpeechGear software. This is true for both trial and permanent licenses. Be sure you are connected to and can browse the Internet. Also, if you have a strict firewall, you may need to ask your network administrator to turn off the firewall temporarily while you license your application, and then restore the firewall.

- **What is a MT versus a TM?**

  MT stands for "Machine Translator" and TM for "Translation Memory". Both a MT and a TM are included in your *Composer* translation engine, which is where the translations for *Document* are generated. The MT is a completely automated translation engine that takes your input phrase, identifies the intended meaning, and generates and appropriate translation. The TM is a special module where you can enter desired translations for a specific phrase or term. For example, you can enter whether the acronym, *U of M,* is translated as *University of Minnesota*, or *University of Michigan* or *University of Miami* and so forth. You can also easily use the TM to enable all your *Compadre* products to remember a translation that you've previously used and approved. For example, if you use *Documents* step-through features to translate a document, then the program will remember all of those phrases and use them in the future. This is especially useful if you commonly use a template in your documents, such as a permission slip in a school, a User Manual in a business, or a medical release form in a hospital setting.
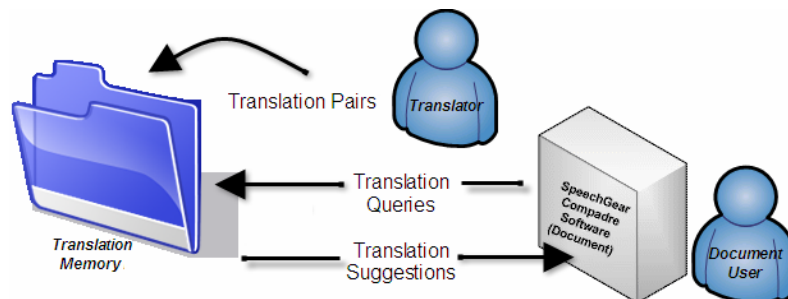
# Machine Translator

The core translator of Document is its Machine Translator (MT). This is included in every installation and cannot be modified by the user. The MT is a software program that aims to provide a correct translation of the selected text. In general, an MT is useful for providing the meaning or gist of a phrase, but may not always produce a grammatically correct translation—especially with phrases that contain acronyms, idioms, and/or colloquiums. Because of these shortcomings, it is typically best to first rely on the Translation Memory (if available).
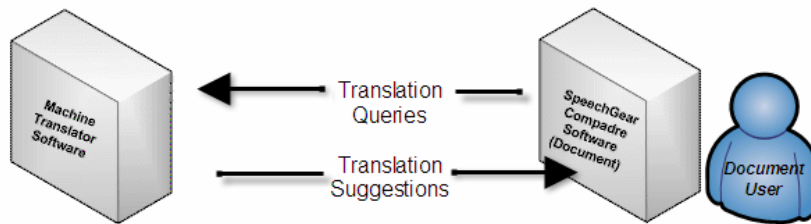


# Translation Memory

The Translation Memory (TM) is a database (SGTM) that contains source text and translation pairs. As you edit your projects, you can add new translations to the TM and reuse them in other translation projects. When you edit subsequent documents, the TM will be able to recognize previously used text and make recommendations for similar translations. The use of TM is completely optional; however, experienced users can improve their result documents by building and reusing these files.

- **How does Document provide translation suggestions?**

  Document uses Machine Translator and Translation Memory technology to handle a large vocabulary of terms. Adding translations to the Translation Memory improves reliability of translations as they are used in repeated documents.

- **Can I have multiple Translation Memory datafiles?**

  Yes, you can have as many as you like, plus using the *DocumentWorkbench* you can define the order in which they are searched.

- **Can I have my own personal dictionary and vocabularies, or does everyone have the same terms in the translation engine?**

  Yes, you can have **private** or **global** entries in *Composer*. **Private** terms will only be seen by you, whereas **Global** terms will be seen by all users.

- **If I add a term to *Composer* in *Compadre:Document*, will that same term also become part of *Compadre:Interact*?**

  Yes, you only need to add terminology one time, and it will then be part of all your *Compadre* modules.

- **Is Document able to translate to and from all the languages listed in the "Choose Language" button?**

  The languages listed represent all the possible Translation Memory (TM) directions supported by *Document*. If you have enough data in your Translation Memory eXchange files (TMXs) to accomplish translation of your document, then you can use the Workbench interface. However, the Machine Translator (MT) included in the application only supports translation to or from English and whatever secondary language(s) you have purchased. For a discussion of Machine Translator (MT) vs. Translation Memory (TM) please see the previous question or the Welcome chapter of the Document User Guide.

- **In PowerPoint 2007, when a textbox is embedded in another textbox, Select Next (Ctl+Alt N) doesn't advance to the next segment.**

  Microsoft resolved this issue in their release of Service Pack I for Office 2007. You can download this service pack by going to [www.microsoft.com/downloads](www.microsoft.com/downloads)

- **Does Document also translate Microsoft Outlook® files?**

  Document's features are available if you use Microsoft Word® when you are composing an email in Outlook®.

- **When translating a PowerPoint® slide or selection of text in Word® the formatting was lost.**

  Document isn't perfect, but it does attempt to retain all your formatting. You may need to manually do some touch-ups for formatting that isn't perfectly retained.

- **How do I make the translated version of my Word document the same length as the original document?**

  Use the "Scale Formatting" option.

- Why can't I see the Document Add-In Menu?

  Make sure you have Add-Ins enabled from your Office® application (PowerPoint or Word). To enable Add-Ins in MS Office®

  - Open the Office® application that you will use to translate your documents.
  - From the Tools menu, click Macro > Security.
  - The Security window appears
  - From the Trusted Sources tab, select the check box next to Trust all installed add-ins and templates.
  - Click OK.

- The translation suggestions aren't showing in the right characters.

  Make sure your system regional and language options are enabled to support non-English characters. If your system is not equipped to support non-English languages, you will not be able to view or type in languages other than English. If you need help, see *Add Another Language in Windows Help*