Personal Translator 2008: Frequently Asked Questions

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Answers to installation questions

1. **Personal Translator can not be installed**

    1. Please check whether your computer meets the **minimum system requirements**:

For **PT 2008 Home**:	Windows 2000 (SP4), XP Home/Professional (SP2), Vista (32-Bit); Internet Explorer version 6.0 (SP1) or higher; Pentium processor with min. with 512 MB free RAM; 100 MB free hard disk space, internet access for product activation
For **PT 2008 Advanced**:	Windows 2000 (SP4), XP Home/Professional (SP2), Vista (32-Bit); Internet Explorer version 6.0 (SP1) or higher; Pentium processor with min. with 512 free MB RAM; 150 MB free hard disk space, internet access for product activation
For **PT 2008 Professional**:	Windows 2000 (SP4), XP Home/Professional (SP2), Vista (32-Bit); Internet Explorer version 6.0 (SP1) or higher; Pentium processor with min. with 512 MB free RAM; 300 MB free hard disk space, internet access for product activation **Office integration**: Microsoft Office 2002 (XP), 2003 or 2007 **Voice output**: additional 600 MB free hard disk space, sound card

2. Ensure you have **administrator rights** for your computer.
3. Please **close down all applications** when installing Personal Translator, and deactivate any anti-virus software and firewalls until the installation process is complete.

2. ## Installation of several Personal Translator 2008 language pairs

If another language pair of the Personal Translator 2008 Home, Advanced or Professional versions is to be installed, it must be the same edition, for example, PT2008 Home German-English for PT2008 Home German-French, or PT2008 Professional German-English for PT2008 Professional German-French. In this case the Personal Translator with the second language pair must be installed in the same directory as the first language pair.

Answers to activation questions

3. ## Instructions and information on instant activation

For more information, please read the manual of Personal Translator.

4. ## Instructions and information on manual activation

For more information, please read the manual of Personal Translator.

5. ## Instructions and information on the "Activate later" option

For more information, please read the manual of Personal Translator.

6. ## The license key

You will find your PT2008 license key on the CD ROM case or on the disc itself. If you bought the product online, the license key should have been sent to you by the store.

The license key is made up of a total of 29 capital letters, figures and dividers.

NOTE: in order to avoid confusion, the following letters are not used in the license key: O (as in Oliver), I (as in Ian) and G (as in George). These figures are used in their place: 0 (figure zero), 1 (figure one) and 6 (figure six).

The license key is split into five blocks of five figures/letters, with dividers appearing between them. The dividers form part of the key and must be entered.

7. ## Error code 128 when attempting to activate PT2008

Error code 128 appears when users who do not have administrator rights attempt to activate the product. In such situations, the license file is write-protected, meaning the product cannot be activated.

Solution:
- Close all applications.
- Right-click on the PT2008 icon on the desktop and select "Run as administrator".
- Allow activation access, if Windows Defender asks your permission.
- Restart the activation process – the problem should now be resolved.

Answers to Office connections

8. **In Windows XP, the Office application Word 2003 has the menu item "PT2008". However the PT2008 commands do not generate a response.**

   Please close all applications.
   Check that the file Word.exe is no longer running under "Processes" in Task Manager.
   To do this, press the key combination Ctrl+Alt+Del, click the Task Manager button and go to the "Processes" tab. If Word.exe appears under Processes, select it and click End Task.
   Now switch to the program folder of Personal Translator 2008 Professional. By default in C:\Programs\linguatec\Personal Translator 2008 Copy the file WINWORD.EXE.config from the folder "Personal Translator 2008" (see above) to the Windows folder in which Microsoft Word is installed. (by default in: C:\Programs\Microsoft Office\Office 11)
   Restart Word.

9. **In Windows XP, the Office application Excel 2003 has the menu item "PT2008". However the PT2008 commands do not generate a response.**

   Please close all applications.
   Check that the file Excel.exe is no longer running under "Processes" in Task Manager.
   To do this, press the key combination Ctrl+Alt+Del, click the Task Manager button and go to the "Processes" tab. If Excel.exe appears under Processes, select it and click End Task.
   Now switch to the program folder of Personal Translator 2008 Professional. By default in C:\Programs\linguatec\Personal Translator 2008 Copy the file EXCEL.EXE.config from the folder "Personal Translator 2008" (see above) to the Windows folder in which Microsoft Excel is installed. (by default under: C:\Programs\Microsoft Office\Office 11)
   Restart Excel.

Answers to uninstalling Personal Translator

10. **Uninstalling Personal Translator 2008**

    Use the standard Windows function to uninstall Personal Translator:
    In the Start menu, choose **Settings** – **Control Panel** – **Programs** (XP), or **Control Panel** –**Programs** – **Programs and Features** (Vista) then choose Personal Translator and click**Remove** (XP) or **Uninstall/change** (Vista).

    Any data created by yourself (dictionaries, translation memories, projects, profiles) in the respective directory in **My Documents** (Windows 2000/XP) or **Documents** (Windows Vista) in the folder **Personal Translator 2008 Professional** or **Personal Translator 2008 Advanced** will not be removed during uninstall and can be used again after reinstalling the software.

Answers to questions on operating PT 2008

11. **Text copied into Personal Translator can not be translated. Nothing happens when I try to translate the text**

Ensure that the text you have copied is in text format and is not a graphic (one way of checking this is to see whether you can highlight individual words) - a common issue with scanned documents.
The text contained in the image file must first be extracted before Personal Translator can translate it, though the process for doing this depends on the scanning and OCR software installed. Please consult the documentation supplied with the programme you use for more details.

12. **A translation with the Personal Translator 2008 was already possible.**
Recently the user interface can't be set up correctly anymore or the translation fails.

Please delete the XML-files pt.bars, pt.panel, pt.prog and the folder "profiles" in the Personal-Translator-2008-user-folder.
If you are working with Windows XP, you can find the user-folder under: C (hard disk) > documents and settings > user > own files > Personal Translator 2008 Home/ Advanced/ Professional
Under Windows Vista:
Personal folder > Documents > Personal Translator 2008 Home/ Advanced/ Professional
The XML files are containing the current settings of the configuration. If they were deleted, they'll be automatically created new within the next restart of the Personal Translator. They can get damaged if e.g. the system is writing corrupt data or if there has been an engine crash.