Personal Translator 14: frequently asked questions

Installing:

1. Personal Translator cannot be installed
2. Although an earlier version of Personal Translator has been uninstalled, the following error message appears: An earlier PT version is already installed. Please uninstall the earlier version.

Activation:
3. The license key
4. Information on product activation
5. Instructions and information on instant activation
6. Instructions and information on manual activation

Uninstalling:
7. How is Linguatec Personal Translator PT 14 uninstalled?

General questions on operating Personal Translator
8. Text copied into Personal Translator cannot be translated. Nothing happens when I try to translate the text
9. You get a PT Tengine or PT Editor error message when trying to translate.
10. Personal Translator 14 was previously used to translate. Now suddenly the user interface is not displayed as usual and translation is not possible:
11. Which file formats does Personal Translator 14 support?
12. The translation of large documents takes too long or does not work
13. Do the entries from the user dictionary always take priority over the entries from the system dictionary?

Voice output
14. Distortions and interruptions occur when using voice output

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Answers to installation questions

1. **Personal Translator cannot be installed**

    1. Please check whether your computer meets the **minimum system requirements**:
    PT 14Standard: Windows XP (SP 2), Windows Vista (32 and 64 bit versions) or Windows 7 (32 and 64 bit versions);
           MS Internet Explorer (version 6.0 or higher) (SP 1);
           Pentium processor with 450 MHz or more, with at least 512 MB free RAM;
           free disk space 100 MB
           CD-ROM drive
           Internet access for product activation

    PT 14Advanced: Windows XP (SP 2), Windows Vista (32 and 64 bit versions) or Windows 7 (32 and 64 bit versions);
           MS Internet Explorer (version 6.0 or higher) (SP 1);

Pentium processor with 450 MHz or more, with at least 512 MB free RAM;
free disk space 150 MB,
CD-ROM drive
Internet access for product activation

PT 14Professional: Windows XP (SP 2), Windows Vista (32 and 64 bit versions) or Windows 7 (32 and 64 bit versions);
MS Internet Explorer (version 6.0 or higher) (SP 1);
Pentium processor with 450 MHz or more, with at least 512 MB free RAM;
free disk space 300 MB, for voice output: another 600 MB (when several language pairs are installed, the space required is reduced because of sharing of certain components)
CD-ROM drive (PT Professional World Edition: DVD drive)
Internet access for product activation
Office integration: Microsoft Office 2002 (XP), 2003 or 2007 or respective versions of applications Word, Outlook, Excel and PowerPoint (always with latest service pack)
Voice output: additional 600 MB disk space, sound card

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

2. **Although an earlier version of Personal Translator has been uninstalled, the following error message appears: An earlier PT version is already installed. Please uninstall the earlier version.**

The uninstall may have been interrupted or prevented by another program.
If you have already uninstalled Personal Translator 2008, delete from the registry in the paths:**HKEY_LOCAL_MACHINE\Software\linguatec GmbH** and**HKEY_CURRENT_USER\Software\linguatec GmbH** only the last directory **"Personal Translator 2008"**. If you have a 64 bit operating system, you must also check these paths and delete the **"Personal Translator 2008"** directory:**HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\linguatec GmbH** and**HKEY_CURRENT_USER\Software\Wow6432Node\Linguatec GmbH** (on a 64 bit system)

Then install Personal Translator 14.

Answers to activation questions

3. **The license key**

You will find the license key for your PT14 on the CD ROM/DVD case or on the disc itself. If you bought the product online, the license key should have been sent to you by the online store (for example, by e-mail).

The license key is made up of a total of 29 characters. It consists of 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.

4. **Information on product activation**

   o Product activation is bound to the PC on which Personal Translator is installed by means of a hardware code. Thus the Personal Translator activation codes you receive from Linguatec can only be used on the PC on which you perform the product activation and generate the hardware code. After every new installation, the program has to be activated again.

   o **Windows Vista/Windows 7**: Product activation can only be run with Administrator rights. If you are not logged on as administrator, you will be asked to enter a corresponding username and the associated password when starting the product activation.

5. **Instructions and information on instant activation**

   Instant activation requires internet access from the PC on which Personal Translator is installed.

   0. Start the product activation in the Windows Start menu by clicking **Personal Translator Activation** in the **Linguatec –Personal Translator** program group. Note that product activation can only be carried out with administrator rights. If you are not logged on as administrator, you will be asked to enter a corresponding username and the associated password.
   1. In the **Product activation: Dialog language** dialog box select the language you would like the remaining activation dialog boxes to appear in, then click **Activate now**.
   2. In the **Product activation: Entry of license key** dialog box enter the license key next to the program version you would like to activate. With the CD version, the license key is included in the packaging. If you purchased your program version by downloading it from an online store, you will receive your license key with your confirmation statement or by e-mail. (If you have not received your license key, please consult the operator of the online store.)
   3. Enter your name and e-mail address. Ensure that your name and e-mail are entered correctly. This is the only way you can make use of our support and our advantageous update offers.
   4. Click the **Continue** button to access the next dialog box **Product activation: Selection of activation method.** Ensure that the option **Instant activation** is selected under **Activation method**. Leave the standard option ("Do not use proxy server") selected under **Proxy settings** and click on the **Continue** button to finish the activation.
   5. After successful activation you will receive a confirmation message. You can now enjoy unrestricted use of the Personal Translator on this PC.

   If you are not able to establish a connection to the activation server, you will have to reset the proxy settings. Try it first using the **Copy settings from Internet Explorer** option. If this does not work either, you must enter the proxy server and appropriate port manually. If instant activation is not successful, contact your system administrator or activate the product manually.

6. **Instructions and information on manual activation**

   Activate the product manually if the PC on which Personal Translator is installed does not have internet access or if instant activation was not successful. Otherwise instant activation is simpler and quicker.
   For manual activation you must first generate a hardware code on the PC being used for the installation. Using this hardware code and your license key you can access the **Linguatec activation website** from any other PC to generate the two activation codes which you must then enter on the installation PC to activate the product.

   0. Start the product activation in the Windows Start menu by clicking **Personal Translator Activation** in the **Linguatec –Personal Translator** program group. Please note that product activation can only be run with Administrator rights. If you are not logged on as administrator, you will be asked to enter a corresponding username and the associated password.

1. In the **Product activation: Dialog language** dialog box select the language you would like the remaining activation dialog boxes to appear in, then click **Activate now**.
2. In the **Product activation: Entry of license key** dialog box enter the license key next to the program version you would like to activate. For the CD version, the license key is included in the packaging. If you purchased your program version by downloading it from an online store, you will receive your license key with your confirmation statement or by e-mail. (If you have not received your license key, please consult the operator of the online store.)
3. Enter your name and e-mail address. Ensure that your name and e-mail are entered correctly. This is the only way you can make use of our support and our advantageous update offers.
4. Click the **Continue** button to access the next dialog box **Product activation: Selection of activation method.** Under **Activation method** select the option **Manual activation** and click the **Continue** button to continue the activation. (The proxy settings are not important for manual activation.)
5. In the **Product activation: Manual activation** dialog box you find the hardware code that you will need to generate the activation codes for your program version. Click the **Activation form** link to open an HTML document containing the license key you have entered (see point 2 above) and the hardware code. Print out this form or save it to a mobile storage device (e.g. a USB drive). If these options are unavailable, then write down the hardware code and your license key.
6. Using any PC with an internet connection, open the **Linguatec activation website** and enter your license key and hardware code to generate the two activation codes.
7. Print out the web page with the two activation codes ("Activation code 1" and "Activation code 2") or note down the codes on the printed out activation form.
8. Return to the **Product activation: Manual activation** dialog box on your PC. If you have closed it in the meantime, you must start the product activation again via the Start menu (see Step 1 above. Then repeat the above-described steps 2-5).
9. Enter the two activation codes you received from the activation website in the appropriate fields. Ensure that the two codes are in the right order.
10. Click the **Continue** button to complete the activation.
11. After successful activation you will receive a confirmation message. You can now enjoy unrestricted use of the Personal Translator on this PC.

Answers to questions about uninstalling

7. **How is Linguatec Personal Translator PT 14 uninstalled?**

   Use the standard Windows function to uninstall Personal Translator:
   In the Start menu, choose **Settings** – **Control Panel** – **Programs** (Windows XP), or **Control Panel** – **Programs and Features** (Vista/Windows 7) then choose Personal Translator and click **Remove** (XP) or **Uninstall/change** (Vista).
   Note:
   Any data created by yourself (dictionaries, translation memories, projects, profiles) will not be removed during uninstall and can be used again after reinstalling the software. They are saved in the folder **Personal Translator Professional** or **Personal Translator Advanced** in **My Documents** (Windows XP) or **Documents** (Windows Vista/Windows 7) .

Answers to questions on operating PT 14

8. **Text copied into Personal Translator cannot 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 program you use for more details.

9. **You get a pt_TEngine or PTEditor error message when trying to translate.**

   Did you make sure that no other applications were open during the installation, and that the antivirus software and firewall did not block the installation?

   After a system crash (regardless of which program caused the system crash) it may be the case that the process **pt_TEngine.exe** is still active. The process can be terminated by pressing the key combination Ctrl+Alt+Del, clicking the "Task Manager" button, activating the "Processes" tab, selecting the process pt_TEngine.exe and pressing the "End task" button. Ensure that Personal Translator is not running and remains inactive during the process.

   Delete the xml files in the Personal Translator 14 user folder (if present): **pt.bars, pt.panel, ptprog, pt.dictlookup, pt.ribon, pt.direct** and the **profiles** folder.
   In Windows XP, the user folder can be found at:
   C (hard disk drive) > Documents and Settings > User > My Documents > Personal Translator
   In Windows Vista or Windows 7:
   Personal folder > Documents (or My Documents) > Personal Translator
   The XML files described and the folder "profiles" contain the current configuration settings and are automatically recreated when Personal Translator is started if they have been deleted. They can become damaged, for example if the system writes corrupt data or the computer crashes.

   Have the **Subject areas** been set manually?
   If yes, reset the subject area settings.
   Close all applications and start Personal Translator 14.
   On the "Translate" tab in the group "Translation", select the entry "Settings" and change to the tab "Subject areas". Click "Reset". Confirm with "OK". Restart Personal Translator 14 and define the desired subject area settings. It is recommended to restrict your selection to 3-4 subject areas.

10. **Personal Translator 14 was previously used to translate. Now suddenly the user interface is not displayed as usual and translation is not possible:**

    Delete the xml files in the Personal Translator 14 user folder (if present): **pt.bars, pt.panel, pt.prog, pt.dictlookup, pt.ribon, pt.direct** and the **profiles** folder.
    In Windows XP, the user folder can be found at:
    C (hard disk drive) > Documents and Settings > User > My Documents > Personal Translator
    In Windows Vista, Windows 7 or 8:
    Personal folder > Documents (or My Documents) > Personal Translator
    The XML files described and the folder "profiles" contain the current configuration settings and are automatically recreated when Personal Translator is started if they have been deleted. They can become damaged, for example if the system writes corrupt data or the computer crashes.

11. **Which file formats does Personal Translator 14 support?**

    In Personal Translator 14, you can open documents in the formats .txt and .htm/.html.
    The version Personal Translator 14 Professional also supports the formats .pdf, .doc and .docx.

12. **The translation of large documents takes too long or does not work:**

There is no general indication for the maximum size of documents to be translated. Whether the documents can be translated depends on their structure and the system resources available.
As a guiding value, it is sensible to divide large texts in sections of approx. 15 pages.
The reason for this is that Personal Translator converts the files into an HTML object and that the computer can become overloaded if the document size exceeds the memory capacity.
Depending on the document structure and system resources, it is naturally possible to translate larger documents.
The computer performance can be improved by dividing documents into several smaller documents or by upgrading the RAM.
Not only the size of the installed RAM is important, it must also be addressable, i.e. it has to be available for the required saving processes.

13. **Do the entries from the user dictionary always take priority over the entries from the system dictionary?**

The entries from the user dictionary take priority over those of the system dictionary.
If you notice that the program is behaving otherwise while translating, check the following:

- Make sure that your user dictionary is active and that the dictionary file to be integrated has the correct language direction.

- Did you allocate the translation to a subject area, without defining the subject area? Define the subject area by opening the menu "Translate" – "Translation settings" in Personal Translator and entering your preference on the tab "Subject area".

- If you enter several subject areas, and there are different translation options, Personal Translator will choose a translation at random. Therefore, you should choose the subject areas that correspond to the text.

- The grammatical properties of the word defined by you do not match the sentence context in which the word is used. This could be why a translation is chosen from the system dictionary. Maybe you can describe the grammatical properties in another way?

- You have previously translated the sentence in which the defined word is found and have already saved it with another translation in the translation memory. Delete the corresponding sentence from the translation memory or edit the translation there.

- The definition given for your word is incorrect (e.g. wrong part of speech). Revise the definition.

Answers to questions on voice output

14. **Distortions and interruptions occur when using voice output**

If distortions or interruptions occur during voice output, the processing speed of the hard disk is not fast enough. The voice output implemented in Personal Translator is based on dynamic processing. No more than 200 MB can be loaded into the memory at once. No more than this can be processed dynamically. The data for voice output are however very large. If the hard disk does not have the corresponding resources to be able to process the data fast enough, a possible consequence is "stuttering" of the voice output. This behavior is rectified by a faster hard disk.

- This can often be achieved by regular defragmentation of the hard disk. Fragmented areas of memory are then put back together. This makes data processing faster again.

- Please ensure that the Personal Translator program directory has been selected as a trusted directory in your antivirus software. Otherwise antivirus processes will regularly access it and also slow down data processing.

- As a test, close all other applications apart from Personal Translator and compare the behavior.

- Ensure that your computer meets the minimum system requirements for Personal Translator.