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Answers to installation questions

1. **Personal Translator cannot be installed**

   1. Please check whether your computer meets the **system requirements**:
      Windows Vista, 7 or 8 (32- and 64-Bit);
      Pentium-Processor 1 GHz, min. 512 MB free RAM;
      1 GB free disk space;
      Internet access for product activation
      Office integration: Microsoft Office 2010 and 2013 (32- and 64-bit)
      Voice output: sound card

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

2. **Message during the installation of the download version: ChilkatLog: UnzipToFile: Failed to read compressed data**

It seems that the downloaded file is not complete. Please compare the size of your download with the size shown in your receipt. If the download wasn't successful, please delete the corrupted or incomplete file and restart the download.
Please use the option "save under" and save the downloaded file on your PC. Please choose a directory where you have full rights for writing and reading. Please ensure that the connection to the internet isn't interrupted during the whole download process. Ensure that there is enough free memory on your hard disk and that your security options have no size limitation for downloads.
Please pay attention to the hints of **Element 5**.

3. The license key

You will find the license key for your Personal Translator 18 on the 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.
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

- 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.
- **Windows Vista/Windows 7/Windows 8:** 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.

1. 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.
2. 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**.
3. 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 DVD 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.)
4. 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.
5. 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.

6. 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 have to enter on the installation PC to activate the product.

1. 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.

2. 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**.

3. 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 DVD 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.)

4. 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.

5. 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.)

6. 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.

7. Using any PC with an internet connection, open the **Linguatec activation website** and enter your license key and hardware code to generate the activation code.

8. Print out the web page with the activation code ("Activation code 1") or note down the code on the printed out activation form.

9. 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).

10. Enter the activation code you received from the activation website in the appropriate fields.

11. Click the **Continue** button to complete the activation.

12. After successful activation you will receive a confirmation message. You can now enjoy unrestricted use of the Personal Translator on this PC.

7. **During the automatic activation process you obtain the message: Error Code 3001** This message can appear if the internet connection got lost during the activation process. Please have a look if the activation dialog in Personal Translation 18 shows "activated" behind the license key. If yes, the activation was nevertheless successful.

If there is shown "locked until activation" please retry the automatic activation, close the activation dialog by hand and restart Personal Translator Professional 18.

8. **In the activation window the button "next" shows no reaction and the activation can't be executed**

Please ensure that all the necessary entries in the activation windows are filled out. These are: Title, first name, last name, email address and country.

9. **How to activate the software after changing the installation device**

Personal Translator Professional 18 is a single user license. Your are allowed to use it on one PC. If you change your device, please uninstall Personal Translator Professional 18 via the Windows uninstall routine (Control panel – programs). Then proceed the installation on your new device.

Answers to questions about uninstalling

10. **How is Personal Translator 18 uninstalled**

Use the standard Windows function to uninstall Personal Translator: **Control Panel** – **Programs and Features,** then choose Personal Translator and click **Uninstall/change**.

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** in **Documents**.

11. 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.

12. You get a pt_TEngine or PT Editor 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 18 user folder (if present): **pt.bars, pt.panel, pt.prog, pt.dictlookup, pt.ribon, pt.direct** and the **profiles** folder.

The user folder can be found under:

Personal folder > My Documents > Personal Translator 18

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 18.

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 18 and define the desired subject area settings. It is recommended to restrict your selection to 3-4 subject areas.

13. Personal Translator 18 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 18 user folder (if present): **pt.bars, pt.panel, pt.prog, pt.dictlookup, pt.ribon, pt.direct** and the **profiles** folder.

The user folder can be found under:

Personal folder > My Documents > Personal Translator 18

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.

14. Which file formats does Personal Translator 18 support

In Personal Translator 18 you can open documents in the formats .docx, .pdf, .txt, .rtf and .htm/.html.

15. 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.

16. 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.

17. 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.

18. The Personal Translator 18 Client can't be opened. Nothing happens, when trying to start the program Personal Translator 18 Net

Please ensure that the client has the necessary access (for reading and writing) to the file PTManager.W which is in the PT18NetServer directory. In chapter 2.3.2 of the **manual** you can find a detailed description of the necessary rights.

19. When starting the Personal Translator Net 18 program an error message appears: "There are no more temporary licenses available for the Personal Translator component Personal Translator. Please contact your Personal Translator Administrator to obtain a license."

With the delivery of Personal Translator Net 18 you obtain beside the full licenses also some temporary licenses. They are pulled, if all permanent licenses are in use. The temporary licenses are valid for 30 days. After the period of 30 days, or if no temporary license is available anymore, this message will appear when starting Personal Translator Net 18. This also means, that all full (permanent) licenses are in use. To obtain access to Personal Translator Net 18 again, it is necessary to give the user a full license, which can be bought additionally.

20. We bought additional licenses for the basic package of Personal Translator Net 18. Where can we find the necessary key to activate the new license file?

You obtain from Linguatec your license update file PTManager.W together with a short instruction in text format (info_key.txt) via email. It will be sent to you in a zipped folder. The

file info_key.txt contains your key for activating your license file. Instructions how to add licenses can be found in the **manual,** chapter 6.2