



integrated translation environment

quick start guide



© 2004-2011 Kilgray Translation Technologies.
All rights reserved.

Contents

Contents	2
1 Introduction	3
The translation environment.....	3
Savings	4
2 Installation and system requirements	5
Changing the user interface language	5
3 The translation process	6
Projects	6
Translating in memoQ	6
Getting around in memoQ	7
4 Creating and modifying a project	8
Creating a project.....	8
Modifying the current project	10
Creating a translation memory.....	11
Creating term bases	11
5 Translation and the translation grid	12
Opening a document for translation	12
Editing the translation	12
Confirming segments.....	13
Joining and splitting segments.....	13
Using translation results	13
When there is no automatic suggestion: finding information in translation memories and term bases ...	15
Creating your own term base	16
Pre-translation	17
Filtering and sorting	17
The status of segments	18
Using formatting tags	18
6 Delivering the translation	20
Delivering the documents in the original format.....	20
Delivering the documents in bilingual files	21
Delivering translation memories.....	21
7 Working from a handoff package	22
Creating your project from a handoff package.....	22
Delivering your translation.....	23
8 Working on online projects	24
Starting your work: checking out the online project	24
Working on the online project.....	26
Delivering your work	27
9 Common key shortcuts	29

This guide covers **memoQ 5, translator pro** edition. It contains text items from the English user interface of the program. These items are under constant verification and are subject to change without prior notification.

1 Introduction

The translation environment

memoQ is an advanced translation environment. This document explains what a translation environment is and how your business can benefit from using memoQ.

Translation: During translation, you transform text in one language into text in another language, according to the cultural specifics of the target culture. The texts you work on are usually similar to each other; if you are a manufacturer of goods or a service provider, most of your source documents are related to your fields of activity. If you are a translation professional, you are likely to receive similar documents from the same customer, or you might receive multiple documents on the same topic such as law or user manuals.

The translation environment takes advantage of these similarities. The most important components of memoQ include the *translation memory*, the *LiveDocs corpora*, the *term base*, and of course the *translation editor* (performing the task of the *word processor*).

When you translate a document in memoQ's translation editor – regardless of the type of the document –, the editor automatically takes care of all formatting. The text is divided into segments. In memoQ, a segment is more or less the same as a sentence. In the translation editor, you proceed from one segment to the next. After you translate a segment, you add it to the *translation memory*.

Translation memory: The translation memory is the traditional way to recycle earlier translations. It stores pairs of segments: one member of the pair is in the source language, and the other member is its translation. As you proceed in the text, the translation workspace checks if the translation memory contains a sentence that is similar enough to the one you are translating. If there is such a sentence, it will appear as a translation suggestion, and the workspace will indicate the difference between the current sentence and the stored sentence.

Recycling documents (*alignment and LiveDocs*): In addition to the conventional translation process, you can directly use documents from previous translations – the same way as translation memories. This is the LiveDocs feature of memoQ: you can create a *corpus* of documents. A *LiveDocs* corpus can hold pairs of documents (*alignment pairs*), bilingual documents, monolingual documents, and binary (non-text) files. An alignment pair consists of a source-language document and its translation. When you add an alignment pair to a corpus, memoQ *aligns* the documents: it matches the source-language sentences to the target-language sentences by mathematical means. Once the alignment is finished, and the document pair is added to the corpus, memoQ immediately offers matches from the document contents.

The automatic alignment algorithm in memoQ is rather accurate, but mismatches can still occur. When you encounter a mismatch (*misalignment*), you can open the document pair in the *alignment editor*. After you correct the alignment in the document pair, memoQ will automatically give you the corrected matches.

Term bases and term extraction: When you use a translation memory or a LiveDocs corpus, you build a database of whole sentences – or, to be more precise, *segments* because the unit of transla-

tion can also be a paragraph, or even a phrase that is smaller than an entire sentence. If you want to build a glossary of certain expressions that occur *inside* a segment, you can use a *term base*. A term base contains entries with terms – words or phrases – in multiple languages, and, optionally, further data. memoQ's translation editor automatically highlights the terms found in the term base, and displays their translations in a list: from this list, you can insert them into your translation with a single keystroke or a mouse click.

If you do not have a term base when you start working, you can ask memoQ to read through the source documents, and put together a list of potential terms.

Text analysis: In a translation environment, the *statistical analysis* of text also plays an important role because it enables you to predict your workload. A key factor of translation environments is productivity. You achieve productivity if a single unit of work takes less time in the translation environment than, for example, in a traditional word processor – while keeping up the quality of your work. memoQ's statistics module analyses the text and estimates how much you will save using the translation memory and the LiveDocs corpus.

memoQ is an integrated environment: you work in a single software application that provides you with all the functionality you need when you are translating. You do not need to work in other programs in parallel.

Savings

The productivity increase you get from translation environments depends very much on the type of the text. If the text is very repetitive – for example, it is a user manual or a technical specification –, the productivity gain can be as high as 70–80%. However, in the case of “normal” texts such as textbooks it is 10–30%. With letters, the use of a translation environment may not even result in any savings. The statistics module of memoQ is able to tell you how much you will save using memoQ before you start the job, so you can calculate the return on your investment.

It is a general practice that translators charge less for repetitive or similar texts. In the translation memory, all segments translated are stored together with their target-language equivalents. memoQ can analyze the text, and look for segments that are similar to previously translated ones. memoQ can also calculate the degree of similarity. If a segment is already stored in the translation memory or the LiveDocs corpus – that is, the text is exactly the same as in the document –, translators only charge a fraction of the total price, usually 20–30%. If the translation memory or the LiveDocs corpus contains a similar segment only, the rate is higher. In fact, the rate is higher if the degree of similarity is lower.

The statistics module of memoQ offers an innovative feature: this is homogeneity analysis that works even when you do not have a translation memory or a LiveDocs corpus of previous translations. Homogeneity analysis discovers the internal similarities within the text you are working on. This provides a more accurate estimate of the effort it takes to translate the text, and you can share the benefits of using memoQ between the client and the translator.

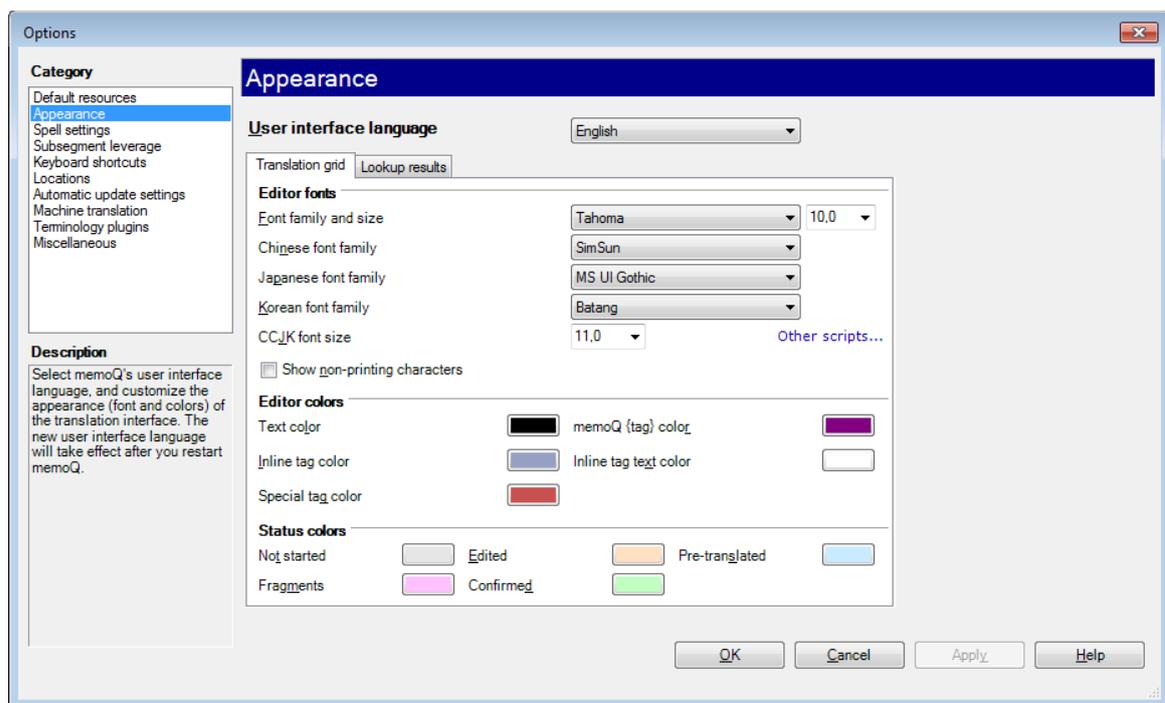
2 Installation and system requirements

For instructions on installing and activating memoQ, please refer to the **memoQ installation and activation guide**, available from the Kilgray website (<http://kilgray.com/resource-center/user-guides>).

Changing the user interface language

By default, memoQ communicates in English. However, you can change the language of the user interface from within the program. Here is how to do it:

1. Start memoQ if it is not already running. The main memoQ window appears, and displays the **Dashboard**.
2. From the **Tools** menu, choose **Options**. The **Options** dialog appears.
3. In the **Category** list on the left, click **Appearance**. On the main pane, memoQ displays the settings for controlling the appearance of the program.



4. In the **User interface language** drop-down list, choose the desired language, and then click **OK**.
5. Close memoQ, and start it again. Next time the program appears with commands and messages in the selected language.

Note: By default, you can choose from English, German, French, Hungarian, Polish, Portuguese, and Spanish. Depending on your location, Japanese might also be available. Further languages are being added continuously, so you might as well see a more extended list.

3 The translation process

Projects

In memoQ, translation jobs are organized into projects. A translation project consists of the following items:

1. Translation documents (unlimited number – practically up to a few hundred)
2. LiveDocs corpora, consisting of bilingual documents, source-target document pairs, monolingual documents, and binary files (unlimited number, remote or local – practically one or two)
3. Translation memories (unlimited number, remote or local – practically up to five or six)
4. Term bases (unlimited number, remote or local – practically up to five or six)
5. Settings and *light resources*: segmentation rules, auto-translation rules, translation memory settings, quality assurance settings etc.

Resources such as translation memories, term bases, segmentation rules, auto-translation rules etc. can be stored locally on your computer or they can be available over the network from a *memoQ server*. You can assign these resources to multiple projects. memoQ registers translation memories, term bases, and other resources stored on the computer, which can be used in any project – even in multiple projects at the same time.

Translating in memoQ

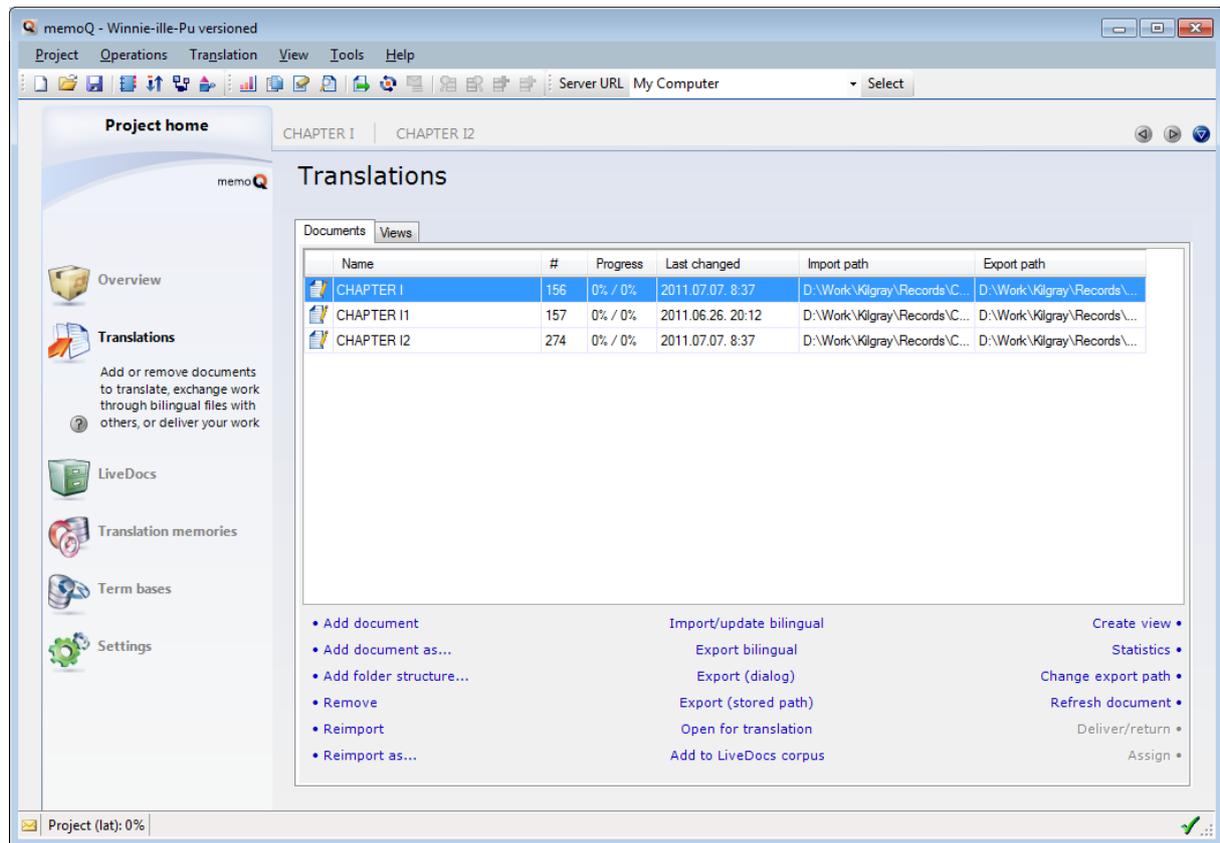
In memoQ, the translation process consists of the following steps:

- 1. Creating a project.** You select the translation documents, and then you specify the translation memories and term bases to use. When you create a project, memoQ imports the contents of the source documents into its own workspace, and ensures that the translation can be exported in the same format as the original. While you create the project, you can also create new translation memories and term bases. After creating the project, its contents and settings can be modified as necessary.
- 2. Translation.** You type the translation in a special word processor called the *translation grid*. In memoQ, there is a separate translation grid for each translation document, opening in a separate tab within the memoQ window. During translation, memoQ automatically searches the translation memories, LiveDocs corpora and term bases assigned to the project. In a project, you can edit multiple documents simultaneously, but you cannot work on multiple projects at a time.
- 3. Delivery.** After finishing the translation, you instruct memoQ to export the translated text. The program saves the translation documents to the hard disk in the same format as the original document – using the formatting information that was retrieved when the document was imported. You can export the text anytime during translation, and you can continue to work on the project even after exporting the translated text.

Getting around in memoQ

In memoQ, you can work with one project at a time. memoQ displays the contents and settings of the project in the **Project home** tab.

When you are working, memoQ opens other tabs next to **Project home**. You can navigate the tabs by clicking them on the upper part of the memoQ window, or pressing **Ctrl+Tab** repeatedly, until you see the desired tab.



You can use the tabs to access the translation documents and the contents of the *heavy* resources (term bases and translation memories).

Note: In memoQ, almost all settings are resources – pieces of data that control how memoQ behaves while you do your work. Translation memories, term bases and *LiveDocs* corpora are called *heavy resources*. Other resources such as segmentation rules, auto-translation rules, quality assurance settings, spelling ignore lists etc. contain smaller amounts of data: they are the *light resources*. The greatest advantage of putting all settings into resources is that you can save them in files and load them again when necessary – for example, on another computer. In other words, you can exchange them with fellow memoQ users, and – if you have the appropriate memoQ edition – you can also publish them on memoQ servers.

memoQ remembers the status of the projects. If you close memoQ, and open it again on the next day, it will display the **Dashboard** where you can open your recent projects. When you open an existing project, memoQ displays the same tabs that were open when the project was last closed, and automatically switches to the tab you were last using.

4 Creating and modifying a project

Creating a project

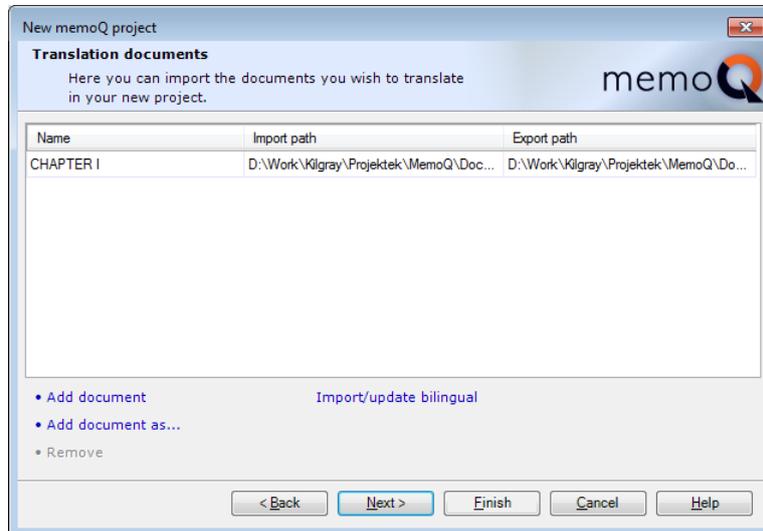
When you start memoQ, it will display the Dashboard. In the dashboard, you see a list of your project, information on your current memoQ license, and popular commands to manage projects. Here is where you start creating a new project.



memoQ uses a wizard to create translation projects. To create a project, follow the steps below:

1. From the **Project** menu, choose **New Project**. Alternatively, if you can see the **Dashboard**, click the **Create a new project** link. The first page of the **New memoQ project** wizard appears.
2. Enter the name of the project, and select a source and a target language. You can also fill in the **Project**, **Domain**, **Client** and **Subject** text boxes. After entering these details, click **Next**.

- In the second page of the wizard, you can add documents to translate. Click **Add document** below the empty document list. An **Open** dialog box appears: browse for the files you want to add to the project and select them. You can select multiple files even with different file types at the same time. After selecting the files, click **Open**.

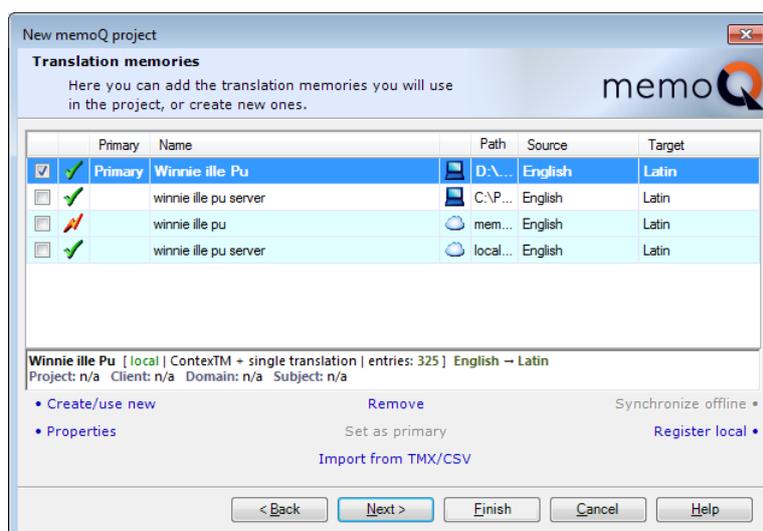


You can click the **Add document** command again to add more files to the project. You can include many types of files in a project. After adding the documents, click **Next**.

- On the third page of the wizard, you can select translation memories for your project. This wizard page lists all available translation memories in the language pair of the project. If you have an English-German project, memoQ will not list English-Polish translation memories.

To add one or more translation memories to the project, click the check box before the name of each translation memory. Translation memories you select this way move to the top of the list.

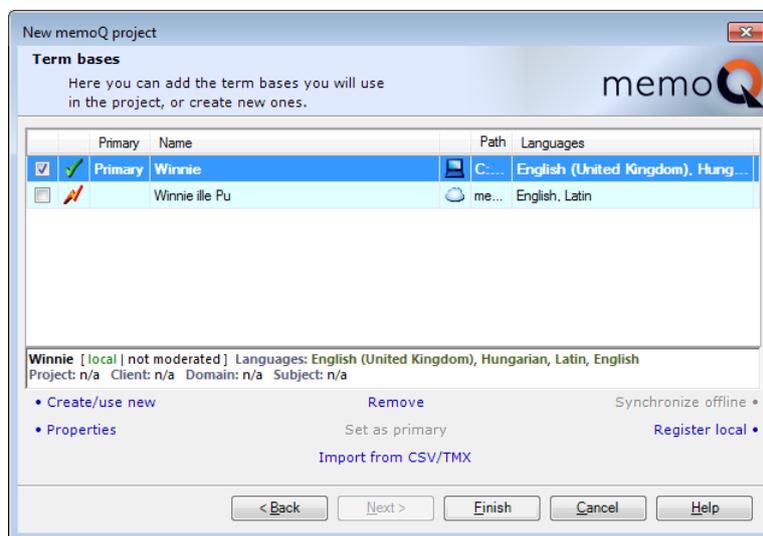
In this wizard page, you can also create a new translation memory by clicking **Create/use new**. After adding translation memories, click **Next**.



The translation memories you use in the current project are displayed at the top of the list. One translation memory is always listed in **bold**, and marked as primary. This is the *primary translation memory*. When you are writing your translation, and you confirm the translation of a segment, the resulting translation unit (source-translation segment pair) will be saved into the primary translation memory. memoQ uses the other translation memories for reference only. You can select another primary translation memory any time after creating the project.

- In the fourth page of the wizard, you can select term bases for the project. memoQ lists all available term bases that support the languages of your project. If you have an English-German project, memoQ will not list term bases that have English, French, and Spanish, or German and Polish.

To add one or more term bases to the project, click the check box before the name of each one. You can also create a new term base by clicking **Create/use new**. After adding the term bases, click **Finish**.



memoQ creates the project, and displays the contents of the project in the **Project home** tab.

Modifying the current project

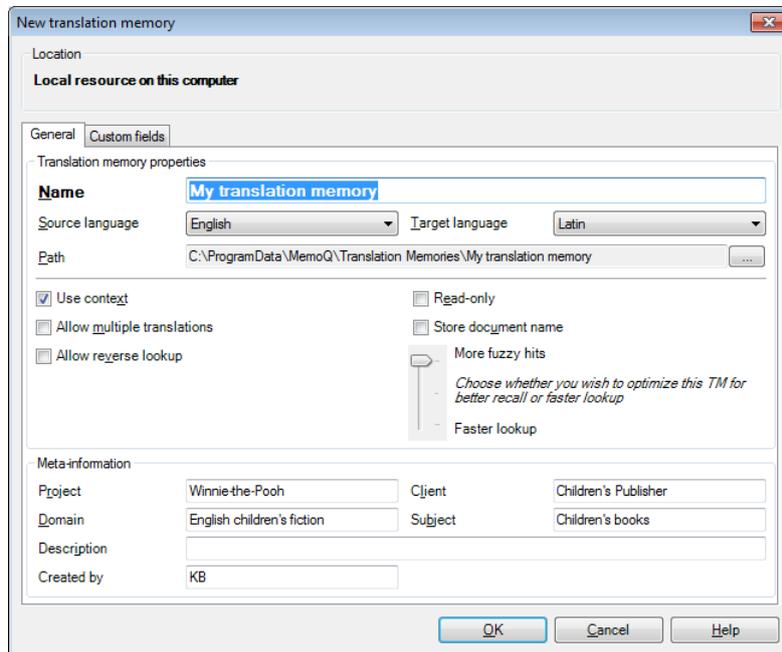
When the **New memoQ project wizard** is completed, or you open an existing project, the **Project home** tab appears in the memoQ window. In **Project home**, you can manage and modify all settings of the project.

Note: In the New memoQ project wizard, you can click **Finish** as early as in the first page, after filling in the project name and the two languages. Then you can use **Project home** to add translation documents, translation memories and term bases, just like in the wizard's dialogs.

The **Project home** tab has six panes. To select a pane, click an icon on the left: **Overview**, **Translations**, **LiveDocs**, **Translation memories**, **Term bases**, and **Settings**.

Creating a translation memory

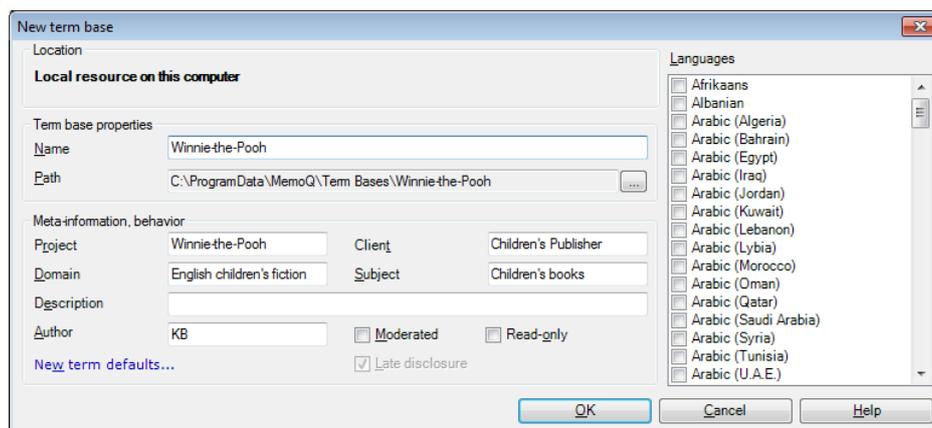
If you click **Create/use new** in the third page of the **New memoQ project wizard** or in the **Translation memories** pane of **Project home**, the **New translation memory** dialog appears.



You can customize options for new translation memories. Click **Help** to view the memoQ help for detailed description. If you start creating a translation memory in an open project, all you need to do is enter a name, then click **OK**. The languages of the translation memory are taken from the language pair of the project. Translation memories created this way are automatically assigned to the project.

Creating term bases

if you click **Create/use new** in the fourth page of the **New memoQ project wizard** or in the **Term bases** pane of **Project home** tab, the **New term base** dialog appears.



You can customize options for new term bases. See **Help** in memoQ for detailed description. If you start creating a term base within an open project, all you need to do is enter a name, then click **OK**. The languages of the term base are taken from the language pair of the project. A term base created this way is automatically assigned to the project.

5 Translation and the translation grid

Opening a document for translation

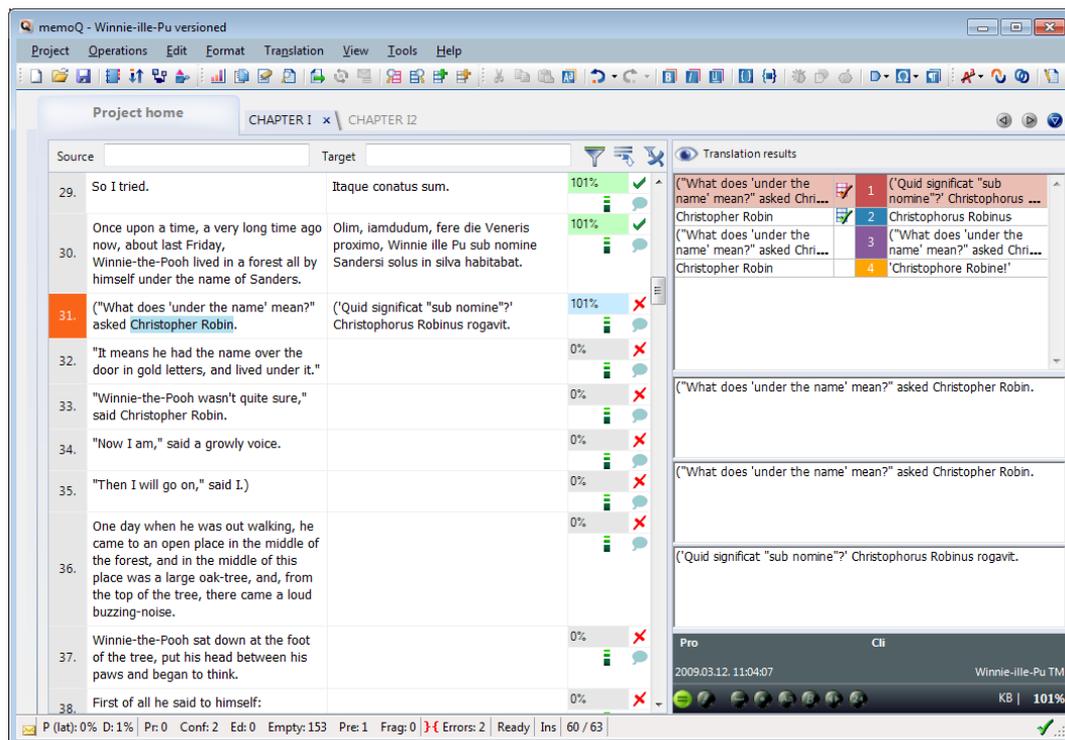
In **Project home**, click the **Translations** icon. In the document list, double-click the name of the translation document you wish to work with. If the document is already open, click its tab on the upper part of the memoQ window.

You can have many documents open at the same time. You can switch to a document by clicking its tab or by pressing **Ctrl+Tab**.

You can close a document tab by clicking the  button on it, or pressing **Ctrl+F4**.

Editing the translation

On a document tab, document contents are laid out in a two-column table. The left column contains source-language segments. You write the translations in the cells in the right column. To start translating, click in the right-hand cell in the first row.



In certain document formats, memoQ displays the formatted text in the **Translation preview** pane below the translation grid, so that you always see where and how the actual segment appears in the translation document – and how it *would* be displayed, if the translation document was exported. The **Translation preview** feature is available for the following formats: HTML documents (*web pages*), Microsoft Word documents and Rich Text Files, Microsoft Excel files, Microsoft PowerPoint files, and XML documents.

Here follows a summary of the most important actions you can perform in the translation grid. See the memoQ **Help** for detailed description. To access **Help**, press F1 anywhere in memoQ.

Confirming segments

When you finish translating a segment, press **Ctrl+Enter**, or, from the **Translation** menu, choose **Confirm**. memoQ saves the translated segment into the document and to the primary translation memory of the project, and then proceeds to the next segment.

You can also confirm a translation by pressing **Ctrl+Shift+Enter**. You can also choose **Confirm Without Update** from the **Translation** menu. If you do this, memoQ will *not* save the translation in the translation memory. You use this command when there is no translation memory assigned to the project, or when there is one but you do not want – or you are not allowed – to add segments to it.

You do not need to save the document during translation because memoQ automatically saves every single change to the hard disk very shortly after you make them.

Joining and splitting segments

If the current segment does not form a meaningful unit in itself, but makes sense together with the next one, click  or press **Ctrl+J**. memoQ joins the current segment with the next one.

If the current segment seems to contain more than one sentence (or meaningful units), you can split it into two segments: click on the appropriate position in the source cell, then click  or press **Ctrl+T**. memoQ will split the segment into two at the specified position. Afterwards, click in the right-hand cell in the first one of the new segments, and proceed with the translation.

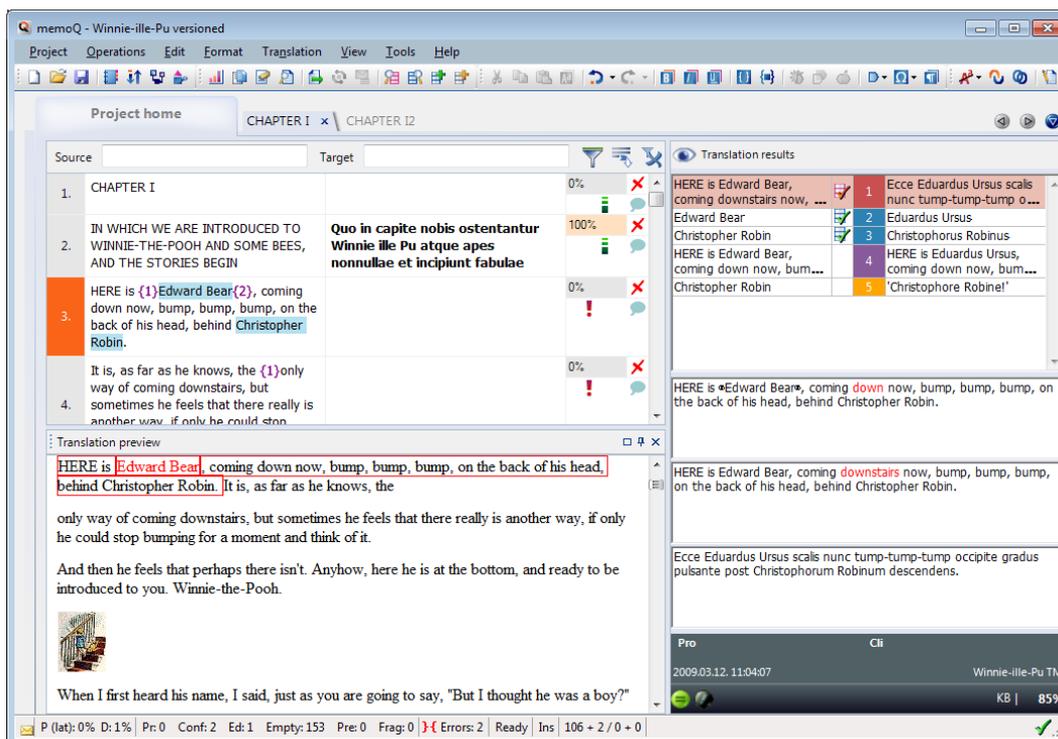
Using translation results

When you confirm a segment, memoQ will move on to the next segment. It will also automatically fill in the segment with the best (highest-ranking) suggestion from the translation results list.

Note: When you open a document for translation, memoQ will *not* insert the highest-ranking translation results automatically in the first segment. Neither will memoQ insert a translation result into a segment if you get to it by just clicking it or pressing the arrow keys to navigate up and down in the grid.

No matter how you reach a segment, memoQ will automatically look up the segment text and its parts in the translation memories and term bases of the project. memoQ will also match the segment against the auto-translation rules and non-translatable lists. The results come in the form of suggestions, listed in the **Translation results** pane, appearing to the right of the actual translation grid. The suggestions are ranked: translation memory matches come first, and, among those, the one with the best match rate will appear at the top of the list.

Note: For more information on resources such as the auto-translation rules and the non-translatables, see memoQ **Help**.



If memoQ does not fill in the segment automatically, or you want to find a better match for your segment, you can navigate and review the list, and insert suggestions manually:

- If the *translation memories* contain a source segment that is identical or similar enough to the current source segment – in other words, if the current segment or a similar one was translated before –, it will appear at the top of the numbered list on the far right, marked with *red* colour. The list includes suggestions (hits) retrieved from the translation memories and the term bases: hits from translation memories come first (in red), followed by hits from term bases (in blue). You can navigate the list using **Ctrl+Up arrow** and **Ctrl+Down arrow**. To insert the target equivalent from the selected hit into the translation, press **Ctrl+Space**.

Important: The match rate shows the similarity between the source text in the segment and the source text that memoQ found in the translation memory. If the match rate is 100%, the source text and its formatting in the current segment is the same as in the translation memory. If the match rate falls between 95% and 99%, the text is the same, but the formatting and the numbers might be different. If the match rate is below that, there are differences in the text. When you select a suggestion in the list, memoQ will show the differences in the three fields below the list.

- When a word or expression within the current segment is found in the *term bases* assigned to the project, memoQ will highlight the occurrence with a *cyan* background. The highlighted expression and its target equivalent will appear in the numbered list on the far right, marked with *blue* color. If there are more than one hits in a segment, they appear in the order of their appearance. You can navigate the list using **Ctrl+Up arrow** and **Ctrl+Down arrow**. To insert the target equivalent from the selected hit into the translation, press **Ctrl+Space**.

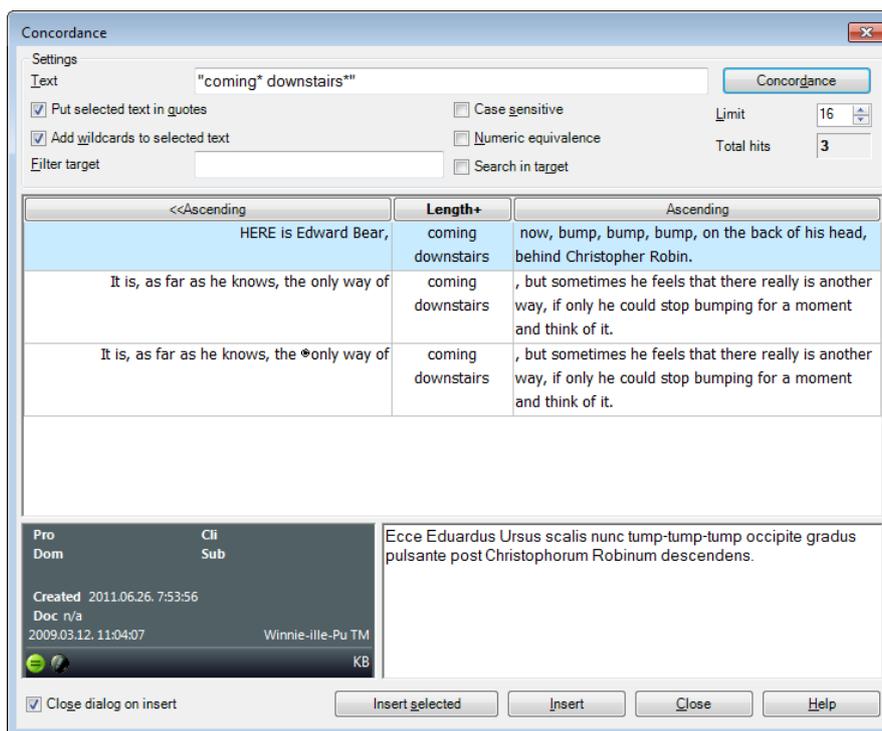
You can also insert a suggestion by typing its number: press and hold down **Ctrl**, then type the number of the hit. The number appears between the source text and the target text, in the red or blue (or orange, or purple, or green) box.

The *comparison fields* under the translation results pane show the original source segment, the source segment of the translation memory hit similar to the source segment, and the target segment of the hit. Color coding is used to highlight differences between these segments (dark blue items are to be inserted, red items are to be deleted, light blue items are to be changed).

The confidence (or the *fuzzy match rate*) of the translation memory hits is shown in white before a dark grey background in the lower right corner of the memoQ window.

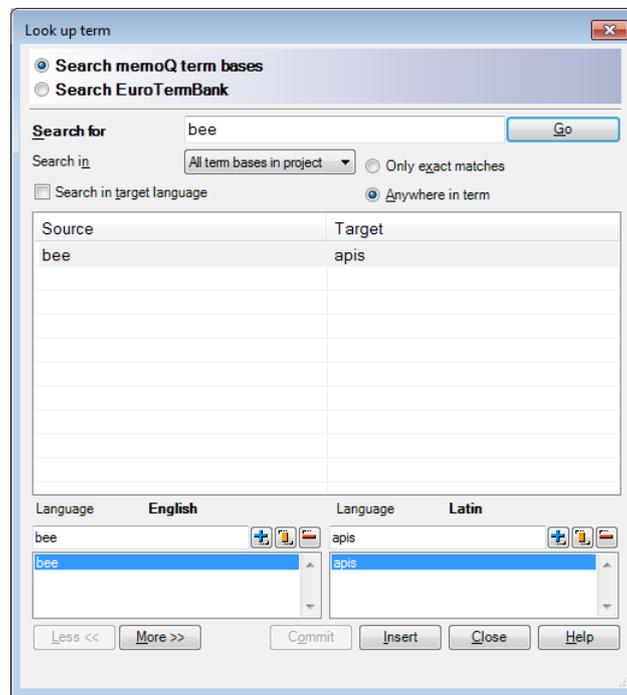
When there is no automatic suggestion: finding information in translation memories and term bases

At times, you might be unsure how to translate a word or expression in the current segment, and chances are you do not receive any suggestions for it on the hit list – because the sentence is not found in the translation memories, and the word or expression is not found in the term bases. In this case, you can check for the problem word or expression itself in the translation memories. To do this, use memoQ's built-in *concordance* facility: select the word or expression in the source cell, then press **Ctrl+K**, or, from the **Operations** menu, choose **Concordance**. If the translation memories have segments containing the word or expression, memoQ will list them in a separate window, along with their translation.



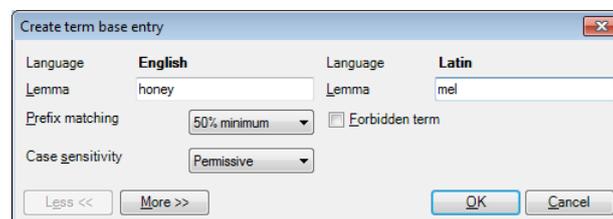
If a word or an expression occurs more than twice in the translation memories, memoQ can perform the concordance automatically. In such cases, the word or expression will appear in the hit list on the far right, marked with *orange* color. When you double-click an “orange” hit, the **Concordance** window will appear. There is no need to select text in the source cell: memoQ will find out for you what to concordance for.

Alternatively, you can check for a part of the problem word or expression in the term bases. To do this, use memoQ's built-in *term base lookup* feature: select a part of the word or expression in the source cell, then press **Ctrl+P**, or, from the **Operations** menu, choose **Look up Term**. If the term bases contain terms containing that part of expression, memoQ will list them in a separate window, along with their translation.

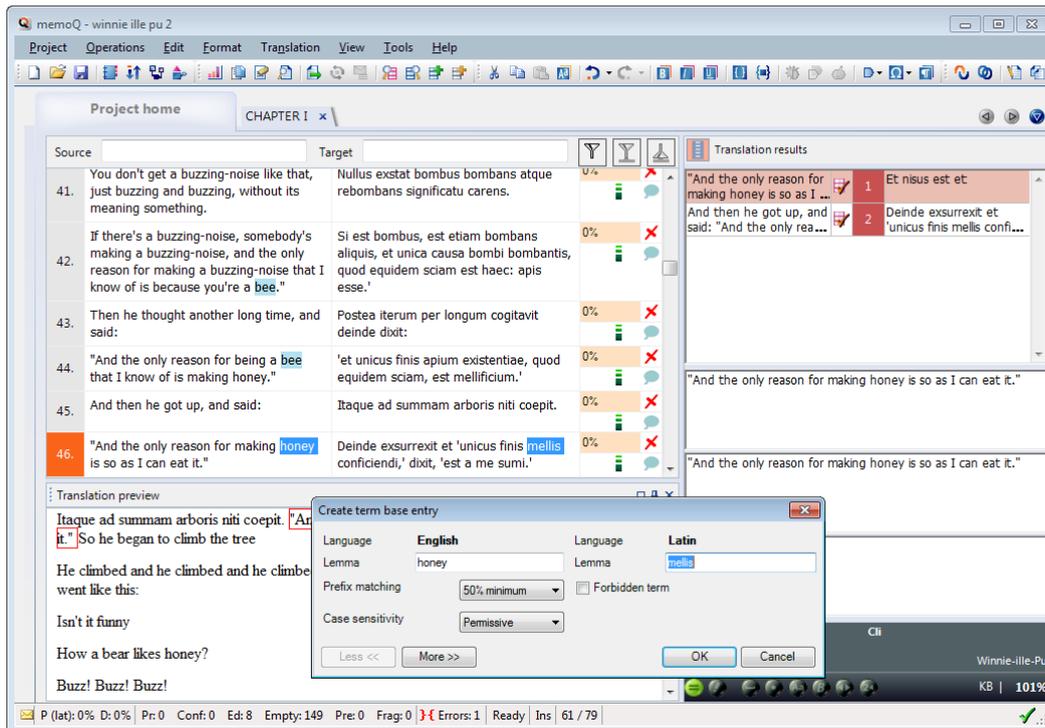


Creating your own term base

While working in the translation grid, you can add any number of terms to the primary term base. (You can select the primary term base the same way as the primary translation memory – in the **Term bases** pane of **Project home**.) If you find a repeated expression in the source text that you wish to add to the term base, select it and press **Ctrl+E**, or, from the **Operations** menu, choose **Add Term**. The **Create term base entry** dialog box appears.



In the text box on the right, enter the translation of the word or expression, and then click **OK**. memoQ will immediately add the term pair to the term base. Further occurrences of the term will automatically be highlighted. If the target cell already contains the translation of the term you want to add, you can select both the source and the target expressions, and then press **Ctrl+Q**, or, from the **Operations** menu, choose **Quick Add Term**. memoQ will automatically add the term pair to the term base without displaying the **Create term base entry** dialog box.



Pre-translation

If the translation memory is likely to contain many segments from the source text, you can insert them all at once by instructing memoQ to pre-translate the document. In the **Translation** menu, choose **Pre-Translate**. You will be prompted by a dialog where you can define what kind of matches memoQ should insert during the process and what it should ignore. See the memoQ help for detailed description.

Important: This is what you do when something bad happens to your document. It is extremely difficult to lose your translation in memoQ because your translation is always saved to two locations: to the document and the translation memory. If, for some reason, you cannot access or deliver your document, you can import the source document again into your project (go to **Project home**, then use **Add document** to import it again), and then use **Pre-translate** to restore your translations from the translation memory. For more details on this, see the troubleshooting tips on the Kilgray website (www.kilgray.com), in the **Resource Center** section.

Filtering and sorting

If you want to see only those segments in the translation grid that contain a specific word on the source and/or target side, or that have specific segment types, or if you want to see the segments in a specific order, you can use the filtering and sorting toolbar above the translation grid. If you want to reset filtering, click . If you want to reset sorting, choose **No sorting** in the appropriate drop-down list of the toolbar. See the memoQ help for detailed description.

The status of segments

Next to the target segment, there is a small information panel displaying the status of each individual segment. The status of a segment in memoQ can take five different colour-coded values, as described below:

Grey		The segment has not been edited (yet).
Pink		The segment has been edited but is not confirmed.
Green		The translation is confirmed. When the translation is confirmed you see a green tick instead of the red cross.
Blue		The target segment text was automatically inserted by memoQ during pre-translation. In this case, you can see a percentage value other than zero before the blue background. An exact match is indicated by the value of 100% (or 101%), fuzzy matches are indicated by a lower percentage.
Purple		The text in the target segment was compiled from fragments by memoQ during pre-translation. There was no acceptable translation memory hit for the entire segment but there were some for parts (fragments) of the text.

Using formatting tags

When importing a source document, memoQ extracts the text content from the document files and hides everything else (formatting, styles, images etc.) from the translator. To have these elements displayed again, you need to *export the translations back* into the original format. From the original formatting, memoQ's translation grid displays bold, italic and underline font styles only, which you are free to change. If the whole source segment is formatted the same way (e.g., the whole segment is in italics), the same style is used automatically in the target segment. If just a part of the source segment is formatted this way, format the target equivalent by selecting it and pressing **Ctrl+B**, **Ctrl+I**, or **Ctrl+U**.

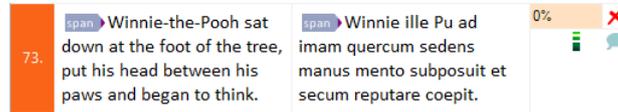
All other formatting instructions or images within the segment are converted into a formatting tag for the time of translation, and marked by purple numbers between curly brackets **{1}** called *formatting tags*. A segment containing **highlighted text** might appear like this:



Locate the position within the target cell where you would insert the tag (this is the place where the context in the target text is equivalent to the context in the source text) and press **F8**. You can also press **F8** while typing the translation.

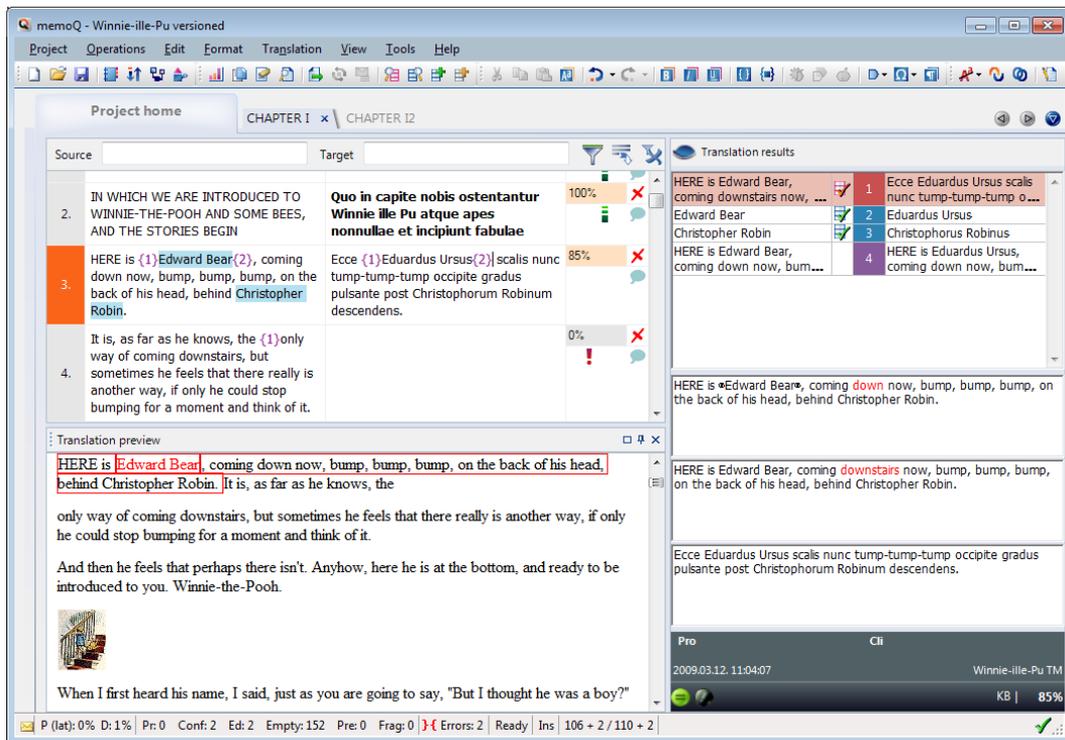
memoQ can export the document back into the original format only if you insert *all* formatting tags into the target segment, each at the appropriate positions. You cannot change the order of the tags: pressing **F8** will always insert the subsequent tag. If you move the cursor backwards, then press **F8**, memoQ rennumbers the tags in the target cell. An error notification (❗ icon) will remain there until all formatting tags are inserted, or all unnecessary tags are deleted from the target cell.

The tags between the curly brackets are “legacy” tags. For most file formats, such as Microsoft Office Word 2007 (DOCX) documents or HTML files, memoQ now uses so-called *inline tags*. With these tags, you might get some information about the content of a tag; you can change the order of the tags; and, if you are technical enough, you can even create and insert new tags. Inline tags look like this:



When you are editing the translation, you can press F9 to insert the next inline tag from the source cell.

In case of some document formats, memoQ displays a formatted preview of the text in the **Preview** pane, below the translation grid. The preview will help you how you place the formatting tags, and it will reveal the actual formatting of the text. This means that you will see if part of the text is in a different font, different color, or set to subscript or superscript:



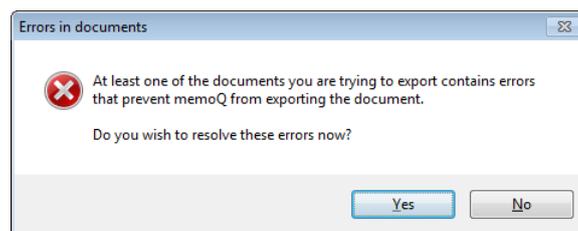
memoQ refreshes the preview as you proceed with translation. This is why this functionality is also called the *real-time preview*. Real-time preview is available for the Microsoft Office file formats (DOC, DOCX, PPT, PPTX, XLS), HTML (web pages), and XML.

6 Delivering the translation

Delivering the documents in the original format

After finishing the translation, you need to deliver the translated documents to your client in the same format as the source documents, together with the translation memories in most cases. The easiest procedure is described below. See the memoQ help for detailed description.

1. Make sure that every segment is translated and all formatting tags (purple numbers in curly braces: {1}) are copied into the target text. If there are untranslated segments or missing formatting tags, memoQ displays an error report before performing the export, and, in case of missing formatting tags, it refuses to export the document.
2. In **Project home**, click the **Translations** icon.
3. Select all documents in the document list view, and click **Export (stored path)** below the list view. memoQ will check if all segments are translated and confirmed, and all formatting tags have matching pairs in the target text. If the checking fails, the **Errors in documents** message box appears:



To review and correct the segments where memoQ found errors, click **Yes** to proceed to the **Resolve errors and warnings** tab.

Note: If you want to the document you are editing, you do not need to switch back to Project home. Instead, from the Project menu, choose Export active document. memoQ will export the current document to the default export location. (It will not ask you for the folder and name of the exported file.)

4. If there are no errors preventing the export of the documents, memoQ will export each document to the path stored during importing. By default, during the export, a new folder is created at the original file path, having the three-letter abbreviation of the target language for name, and the documents are saved into that folder with the original file names (in case of the English language, the name of the target folder will be **eng**).
5. The progress of the document export is indicated by a progress bar. memoQ will report when the export is finished.

Delivering the documents in bilingual files

Your client might want to check your translation in memoQ. To provide for this, you need to export bilingual documents that can be opened in memoQ. (You can also add such files to the project the same way as other document types). These files are the memoQ bilingual documents.

1. In **Project home**, click the **Translations** icon. In the document list, select the documents you want to export as memoQ bilingual files. To select multiple documents, hold down the **Ctrl** key, then click the name of each document, one after the other.
2. Click **Export bilingual** below the document list. In the **Bilingual export wizard**, select the **memoQ bilingual document** radio button. memoQ will let you select one folder for all selected documents.

Opening a memoQ bilingual document is the same as adding it to a memoQ project. In the **Translations** pane of the **Project manager** tab, click **Import memoQ bilingual** below the document list.

Important: memoQ can export the documents to bilingual Word documents, and also to XLIFF (XML Localization Interchange File Format) files. These files can be processed in other translation tools such as SDL® Trados™ and translation editors.

memoQ can also export the document in a Rich Text Format (RTF) file that contains the text in a table that is similar to the translation grid. You can use these RTF documents to review translations in Microsoft Word instead of a translation environment, and update the memoQ project from the reviewed files. For more information, see memoQ Help.

Delivering translation memories

Your client might also ask for the translation memories created during translation. If your client is using a translation tool other than memoQ, you must deliver the translation memories in the standard TMX format. To export a translation memory into a TMX file, follow the steps below:

1. In **Project home**, click the **Translation memories** icon. In the list, select the translation memory you want to export.
2. Under the list of translation memories, click **Export to TMX**. memoQ prompts for the name and location of the TMX file to create, then performs the export.

The resulting TMX file can be imported into any TMX-compatible translation tool, even into another instance of memoQ.

7 Working from a handoff package

If your client uses memoQ too, you might receive your assignment in the form of a *handoff package*. memoQ can create a project from a handoff package: it contains source-language documents, translation memories, term bases, and *LiveDocs* corpora – everything you need in a translation project.

When your client sends you a handoff package, the way to start working and to deliver your work is a bit different.

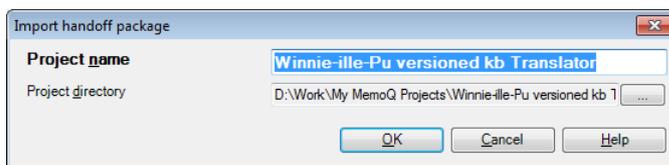
Creating your project from a handoff package

You usually receive the handoff package in an e-mail. It is a file with the **.mqout** extension. To start your project from this file, do the following:

1. Close memoQ if it is running.
2. Open the e-mail. The handoff package will be an attachment to the e-mail. Double-click the icon of the handoff package. The icon looks like this:

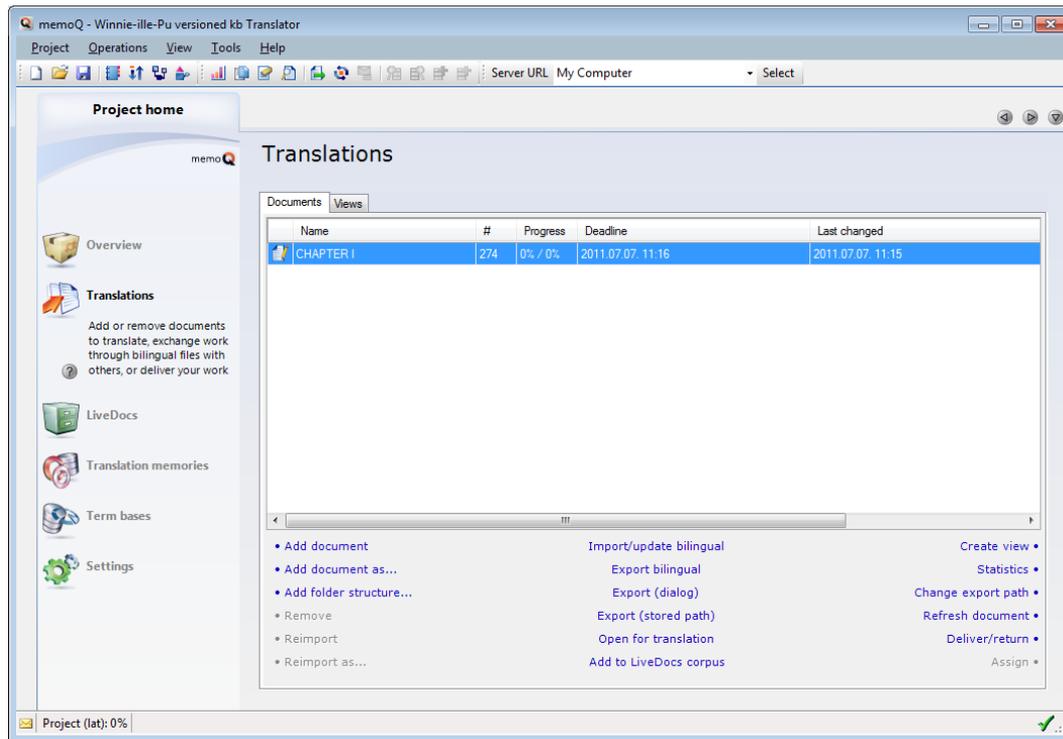


3. memoQ starts automatically, and displays the **Import handoff package** dialog:



Note that the name of the project consists of the name of the original project, the name or identifier of the user, and the role of the user. The original project in the example is called '*Winnie-ille-Pu versioned*', the name of the user is '*kb*', and the role of the user is **Translator**.

4. When you click **OK** in this dialog, memoQ automatically creates a project, and displays the **Project home** tab with the **Translations** tab open:



Caution: Before starting to work, check the **Translations**, **LiveDocs**, **Translation memories**, and **Term bases** panes to see if you received all necessary documents and resources.

You can then complete the translation the usual way.

Important: You do not need to import the handoff package again if you want to return to your work. After you import the handoff package, you can open the project from the Dashboard, just like projects that you create.

Troubleshooting: You might be unable to join or split segments during translation. The project manager who created the handoff package has a setting to disable joining and splitting. Similar settings may prevent you from seeing the preview or exporting the documents in the final translated format.

Delivering your translation

If you work from a handoff package, you need to send back a delivery package. To create a delivery package, navigate to the **Translations** pane of **Project home**, and click the **Deliver/return** link below the document list. memoQ will save a file with the **.mqback** extension. You need to attach this file to an e-mail you send to the project manager.

Note: You do not have to complete the entire work before you can create a delivery package. After you finish a significant amount of the translation (for example, you complete one document), you can use the **Deliver/return** command to save a delivery package that contains a partial delivery. From the **.mqback** file, the project manager's copy of memoQ will know that it is a partial delivery, and will accept further deliveries.

8 Working on online projects

You might need to work on an *online project* that exists on a memoQ server. Your copy of memoQ can access projects and resources on memoQ servers through the Internet.

You usually receive the assignment in an e-mail. It usually contains a task description. To start working on an online project, you need the following details:

- The Internet address (URL) of the server. Example: **memoq.translationcompany.com**
- Your user name
- Your password
- The name of the project to work on

You might also receive an automated e-mail directly from the memoQ server, which contains a *task description file*. The task description file supplies the Internet address of the server, the name of the user, and the name of the project to work on. You still need to obtain your password from the project manager.

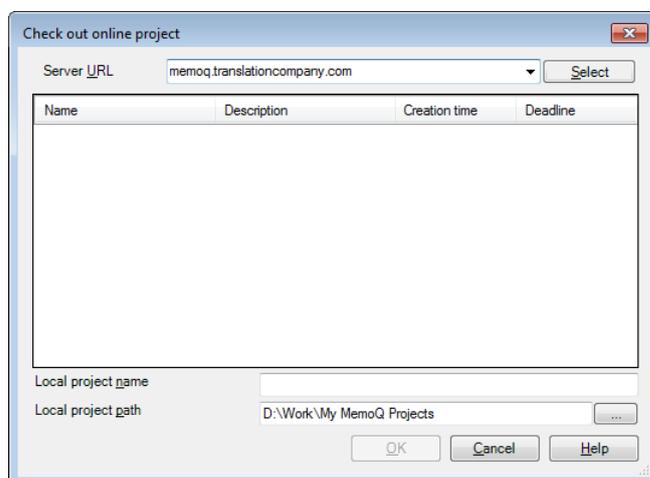
Starting your work: checking out the online project

To start working on an online project, check if you have all the details listed above, and follow the steps below.

Important: Do this only once, when you start working on the project – do not check out the project again if you did some work and you simply want to return to the project. After you check out an online project, you can close and open it again from the Dashboard, just like projects you create yourself.

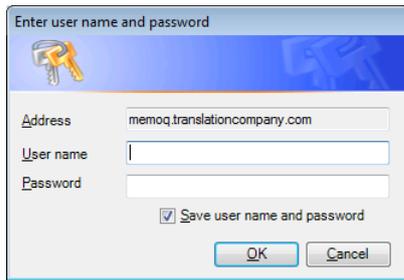
1. Open memoQ. In the **Dashboard**, click the **Check out an online project** link. Alternatively, you can choose the **Check Out Online Project** command from the **Project** menu.

memoQ displays the **Check out online project** dialog:



2. In the **Server URL** text box, type or paste the Internet address of the server, then click **Select**.

3. If this is the first time you connect to that server, memoQ displays the **Enter user name and password** dialog:

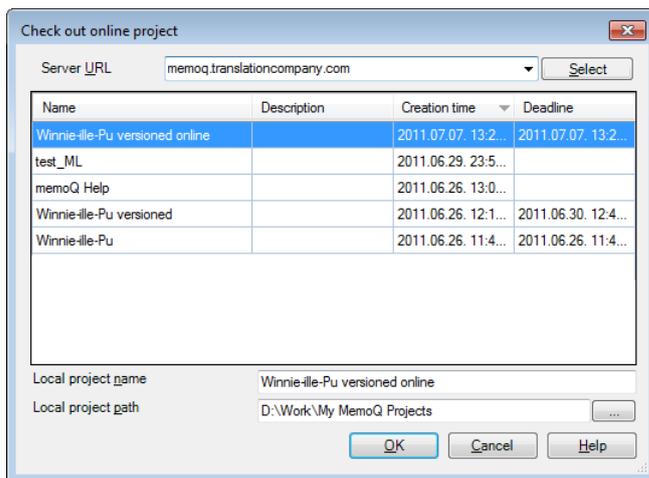


Type your user name in the **User name** text box, and your password in the **Password** text box. Use the details that you received from the project manager.

Note: If you have connected to the same server before, memoQ will not ask for your user name and password. When you connect to a server for the first time, memoQ saves your name and password in its settings.

4. memoQ displays a list of projects that exist on the server.

Note: All the projects in the list contain one or more tasks for you. Projects that do not involve you are not listed.



In the list, click the name of the project you need to work on, and click **OK**. memoQ downloads the documents and the resources, and creates a copy of the project on your computer. memoQ displays the **Project home** tab for the project, with the **Translations** pane open.

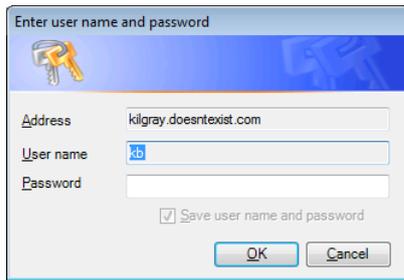
Using a description file to check out an online project

If you receive an e-mail that contains a project description file, there is an easier way to start working:

1. Close memoQ if it is running. Open the e-mail you received: it will contain an attached file. The file has the **.mqdf** extension, and its icon looks like this:

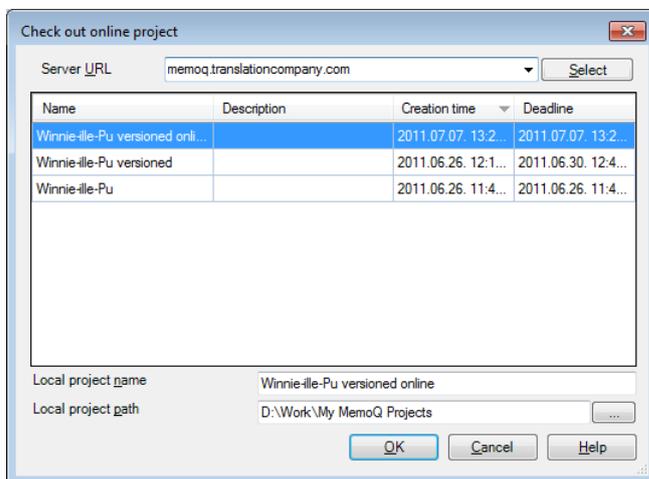


2. Double-click the icon or the name of the file. memoQ starts automatically, and displays the **Enter user name and password** dialog:



Type your password in the **Password** text box, and click **OK**.

3. memoQ displays the **Check out online project** dialog, where the name of the project is already selected:



4. Click **OK**. memoQ downloads the source documents, and connects to the resources on the server, and displays the **Project home** tab for the project.

Working on the online project

When you check out an online project, memoQ creates a local copy of the project on your computer. You can open and close this project just like the other projects that you create.

There is one exception: when you open your local copy of the online project, memoQ connects to the memoQ server, and downloads changes. It also uploads all changes you made to the documents. When you close the project, memoQ contacts the memoQ server again, and uploads your changes, and downloads all changes others made to the documents.

Online project with live documents, online projects with desktop documents

This might not always be the case. memoQ has two types of online projects: one works with *'live documents'*, and the other works with *'desktop documents'*.

Live documents mean that you do not actually work on a local copy of the documents: when you work on the translation, and confirm a segment, it is immediately saved to the server. To work on an

online project with live documents, you need to be connected to the memoQ server all the time. This means you need a continuous Internet connection.

Desktop documents mean that you work on a local copy of the documents, and you need to upload the changes from time to time. You also download the changes that others made. There is a single command for that, called **Synchronize**. When you work on an online project with desktop documents, you do not always need to be connected to the memoQ server. You can continue working even when you have no Internet connection.

You cannot decide if you want to work with live documents or online documents. This is something the project manager decides when she publishes the project on the server.

Synchronizing online projects with desktop documents

When you close your copy of the online project, memoQ asks if you want to synchronize your copy with the master copy that exists on the server. It is highly recommended that you click **Yes**: it is like saving your work at the end of the day. After you synchronize your work with the server, the project manager will see your progress, and she will also see your translation.

Note: If some of your translation is already synchronized on the server, others can also check out and open the same document, and do some work on it. For example, a reviewer can access your translation, and start checking it, even if the translation is still not fully completed.

You can also synchronize your work manually. Navigate to the **Translations** pane of **Project home**, and select one or more documents. Right-click your selection, and choose **Synchronize document**. memoQ uploads all your changes, and also downloads changes that others made.

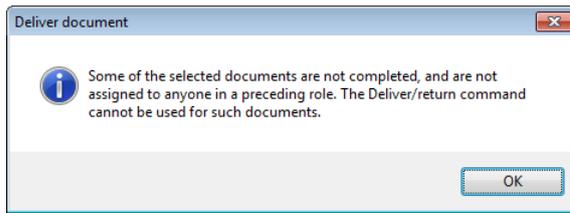
Caution: When your documents are synchronized, some of your work might be overwritten by changes coming from the server. For example, a reviewer can make a change that takes precedence over your version. memoQ will use change marks to indicate that the segment comes from the server, and it no longer contains your text. For more information, see memoQ help.

Troubleshooting: You might be unable to join or split segments during translation. The project manager who publishes the project on the server has a setting to disable joining and splitting. Similar settings may prevent you from seeing the preview or exporting the documents in the final translated format.

Delivering your work

When you complete your translation, you need to let the project manager know that you finished working on the selected documents or on the entire project. To do this, follow the steps below:

1. Navigate to the **Translations** pane of **Project home**.
2. Select the documents that you wish to deliver. Press **Ctrl+A** to select all documents.
3. Below the list of documents, click **Deliver/return**. To use this command, all segments must be confirmed in the selected documents. If not all segments are confirmed, memoQ displays a warning message:



4. If all segments are confirmed, memoQ uploads your changes to the memoQ server if necessary, and then notifies the project manager that the translation is completed.

9 Common key shortcuts

Up arrow	Navigates up through the translation grid
Down arrow	Navigates down through the translation grid
Ctrl+Tab	Navigates through the document tabs open in memoQ
Tab	Moves the cursor from the source cell and the target cell, and back within a segment
Ctrl+Up arrow	Navigates upwards through the translation results
Ctrl+Down arrow	Navigates downwards through the translation results
Ctrl+F4	Closes the active document tab
Ctrl+Spacebar	Inserts the highlighted translation result into the target cell
Ctrl+1 ... Ctrl+9	Inserts the translation result #1...9 into the target cell
Ctrl+Shift+N	Moves the selected text one word right
Ctrl+Shift+B	Moves the selected text one word left
Ctrl+Z	Undo: use this to restore your text after you accidentally deleted or modified something
Ctrl+B	Sets a selected part of the text bold , or – if it is already bold – removes the bold formatting.
Ctrl+I	Sets a selected part of the text <i>italic</i> , or – if it is already italic – removes the italic formatting.
Ctrl+U	Sets a selected part of the text <u>underlined</u> , or – if it is already underlined – removes the underlined formatting.
Shift+F3	Toggles selected text between uppercase and lowercase
Ctrl+T	Splits the current segment at the current position of the cursor
Ctrl+J	Joins the current segment with the next one
F8	Inserts the next formatting tag into the target segment
Alt+F8	Inserts all remaining formatting tags into the target segment
F9	Copies the next inline tag sequence into the target segment
Alt+F9	Copies all remaining inline tags into the target segment
Ctrl+Enter	Confirms the current segment and updates the primary translation memory with the translation
Ctrl+Shift+Enter	Confirms the segment without adding the translation to the primary translation memory

Ctrl+Shift+L	Sets the status of the active or selected segment pairs to locked or if they are already locked, unlocks them
Ctrl+E	Invokes the Add new term dialog where you can add a new term to the primary term base – text selected on the source and target sides will be inserted
Ctrl+Q	Adds a new term to the primary term base without invoking the Add new term dialog – text selected on the source and target sides will be added
Ctrl+Shift+S	Inserts the entire text of the source segment into the target cell
Ctrl+Shift+T	Inserts the selected part of the source segment into the target cell
Ctrl+C or Ctrl+Insert	Copies the selected text to the clipboard without cutting it.
Ctrl+V or Shift+Insert	Inserts the text from the clipboard at the cursor position or replaces the selection with the clipboard's contents
Ctrl+Shift+G	Displays the Go to next segment dialog where you can specify the segment types to jump to when pressing CTRL+G.
Ctrl+G	Jumps to the next segment that meets the segment types specified in the Go to next segment dialog (e.g. error, empty, pre-translated, repetition etc.)
Ctrl+K	Finds all translation memory entries, the source version of which contain the selected text
Ctrl+P	Displays the Look up term dialog: you can look up terms manually in your term bases
Ctrl+F	Finds the selected text in the translation grid
Ctrl+H	Replaces the selected text with another one in the translation grid
Ctrl+Num Minus	Inserts an en dash into the target segment
Ctrl+Shift+Spacebar	Inserts a non-breaking space into the target segment
Ctrl+Shift+-	Inserts a non-breaking hyphen into the target segment