

# IsiXhosa Style Guide

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# 1 About this style guide

This style guide is intended for the localization professional working on localized products that run on a Microsoft platform. It's not intended to be a comprehensive coverage of all localization practices, but to highlight areas where Microsoft has specific preferences or deviates from standard practices for isiXhosa localization.

The primary goal of this guide is to help you understand and learn how to address all of the necessary linguistic and stylistic nuances of isiXhosa during the localization of your products and services.

The style guide covers guidelines and recommendations for translating the Microsoft voice into isiXhosa including words, grammatical structures, the needs of the audience, and the intent of the text that are to be considered. Each of these areas is supplemented with samples.

Other language considerations covered in this style guide are accessibility, trademarks, geopolitical concerns and specific software considerations.

We welcome your feedback, questions and concerns regarding the style guide. Please send your feedback via [Microsoft Language Portal](#).

## 1.1 Recommended style references

Unless this style guide or the [Microsoft Language Portal](#) provides alternative instructions, use the orthography, grammar, and terminology in the following publications:

### **Normative references**

When more than one solution is possible, consult the other topics in this style guide for guidance.

1. Iportal yesigama esivunyiweyo seemveliso zeMicrosoft

### **Microsoft User interface reference**

Unless this style guide or the [Microsoft Language Portal](#) provides alternative instructions, use the orthography, grammar, and terminology in the following publications:

## 2 Microsoft voice

Microsoft's brand personality comes through in our voice and tone—what we say and how we say it. The design of Microsoft products, services, and experiences hinges on crisp simplicity.

Three principles form the foundation of our voice:

- **Warm and relaxed:** We're natural. Less formal, more grounded in honest conversations. Occasionally, we're fun. (We know when to celebrate.)
- **Crisp and clear:** We're to the point. We write for scanning first, reading second. We make it simple above all.
- **Ready to lend a hand:** We show customers we're on their side. We anticipate their real needs and offer great information at just the right time.

The Microsoft voice targets a broad set of users from technology enthusiasts and casual computer users. Although content might be different for different audiences, the principles of Microsoft voice are the same. However, Microsoft voice also means keeping the audience in mind. Choose the right words for the audience: use technical terms for technical audiences, but for consumers use common words and phrases instead.

These key elements of Microsoft voice should extend across Microsoft content for all language locales. For each language, the specific choices in style and tone that produce Microsoft voice are different. The following guidelines are relevant for US English and for many other languages.

### Guidelines

Keep the following guidelines in mind:

- Write short, easy-to-read sentences.
- Avoid passive voice—it's difficult to read and understand quickly.
- Be pleasant and ensure that explanations appear individualized.
- Avoid slang and be careful with colloquialisms—it's acceptable to reassure and connect with customers in a conversational tone, but be professional in doing so.

### 2.1 Choices that reflect Microsoft voice

Translating isiXhosa in a way that reflects Microsoft voice means choosing words and grammatical structures that reflect the same style as the source text. It also means considering the needs of the audience and the intent of the text.

The general style should be clear, friendly and concise. Use language that resembles conversation observed in everyday settings as opposed to the formal, technical language that's often used for technical and commercial content.

When you're localizing source text written in Microsoft voice, **feel free to choose words that aren't standard translations** if you think that's the best way to stay true to the intent of the source text.

Because Microsoft voice means a more conversational style, literally translating the source text may produce target text that's not relevant to customers. To guide your translation, consider the intent of the text and what the customer needs to know to successfully complete the task.

### 2.1.1 Word choice

#### Terminology

Use terminology from the [Microsoft Language Portal](#) where applicable, for example key terms, technical terms, and product names.

#### Short word forms and everyday words

Microsoft voice text written in US English prefers short, simple words spoken in everyday conversations. In English, shorter words are friendlier and less formal. Short words also save space on screen and are easier to read quickly. Precise, well-chosen words add clarity, but it's important to be intentional about using everyday words that customers are accustomed to.

The following table lists some common words that are used for Microsoft voice in US English.

en-US word	en-US word usage
App	Use <i>app</i> instead of <i>application</i> or <i>program</i> .
Pick, choose	Use <i>pick</i> in more fun, less formal or lightweight situations ("pick a color," not "choose a color") and <i>choose</i> for more formal situations (don't use <i>select</i> unless necessary for the UI).
Drive	For general reference to any drive type (hard drive, CD drive, external hard drive, etc.). Use specific drive type if necessary.

Get	Fine to use as a synonym for "obtain" or "come into possession of" but avoid for other general meanings.
Info	Use in most situations unless <i>information</i> better fits the context. Use <i>info</i> when you point the reader elsewhere ("for more info, see <link>").
PC	Use for personal computing devices. Use <i>computer</i> for situations about PCs and Macs. Don't switch between <i>PC</i> and <i>computer</i> .
You	Address the user as <i>you</i> , directly or indirectly through the use of first- and second-person pronouns like "you." Avoid third-person references, such as "user," as they sound formal and impersonal.  For information on localizing <i>you</i> , see the section <a href="#">Pronouns</a> .

en-US source term	IsiXhosa word	isiXhosa word usage
Do	-enza	This is not applicable in isiXhosa, but the verb '-enza' is always having prefix when used in a sentence or phrase. E.g, you can say: "Yenza umsebenzi wam" = (Do my work) and it can't be "-enza umsebenzi wam" without the prefix.
Your	-akho	This too is not applicable in isiXhosa, '-akho' is always having prefix when used in a sentence or phrase.
My	-am	This too is not applicable in isiXhosa, '-am' is always having prefix when used in a sentence or phrase.

### 2.1.2 Words and phrases to avoid

Microsoft voice avoids an unnecessarily formal tone. The following table lists US English words that add formality without adding meaning, along with more common equivalents.

en-US word/phrase to avoid	Preferred en-US word/phrase
Achieve	<i>Do</i>
As well as	<i>Also, too</i>
Attempt	<i>Try</i>
Configure	<i>Set up</i>

Encounter	<i>Meet</i>
Execute	<i>Run</i>
Halt	<i>Stop</i>
Have an opportunity	<i>Can</i>
However	<i>But</i>
Give/provide guidance, give/provide information	<i>Help</i>
In addition	<i>Also</i>
In conjunction with	<i>With</i>
Locate	<i>Find</i>
Make a recommendation	<i>Recommend</i>
Modify	<i>Change</i>
Navigate	<i>Go</i>
Obtain	<i>Get</i>
Perform	<i>Do</i>
Purchase	<i>Buy</i>
Refer to	<i>See</i>
Resolve	<i>Fix</i>
Subsequent	<i>Next</i>
Suitable	<i>Works well</i>
Terminate	<i>End</i>
Toggle	<i>Switch</i>
Utilize	<i>Use</i>

xh-SA word/phrase to avoid	Preferred xh-SA word/phrase
Phumelela	<i>Yenza</i>
Ngokunjalo ne/no/na	<i>Kunye</i>
Zama	<i>Linga</i>
Lungiselela	<i>Misa</i>
Hlangabezana	<i>Hlangana</i>
Qalisa/Yenza	<i>Baleka</i>
Misa	<i>Yima</i>
Unethuba/Yiba nethuba	<i>Unakho</i>
Ngako oko	<i>Kodwa</i>
Nika/bonelela ngesikhokelo, nika/bonelela ngeengcombolo	<i>Nceda</i>
Ukongeza	<i>Kwakunye/kunye</i>
Ngokuhambelana	<i>Kunye ne/na/no</i>
Bona	<i>Fumana</i>
Yenza isincomo	<i>Ncoma</i>
Lungisa	<i>Tshintsha</i>
Hlola	<i>Yiya/Hamba</i>
Fumana	<i>Zuza</i>
Yenza	<i>Yenza</i>
Thenga	<i>Thenga</i>
Bhekiselela ku/kwi	<i>Bona/Jonga</i>
Sombulula	<i>Sombulula/Lungisa</i>
Okulandelayo	<i>Okulandelayo/Okuzayo</i>

Kulungile/Kufanelekile	<i>Kusebenza kakuhle</i>
Phelisa	<i>Phelisa</i>
Guqula	<i>Guqulela ku/kwi/Thshintshela ku/kwi/ Cima/Layita</i>
Sebenzisa	<i>Sebenzisa</i>

## 2.2 Sample Microsoft voice text

The source and target phrase samples in the following sections illustrate the intent of the Microsoft voice.

### 2.2.1 Address the user to take action

US English	IsiXhosa target	Explanation
The password isn't correct, so please try again. Passwords are case-sensitive.	Iphasiwedi ayichanekanga, ngako ke nceda uzame kwakhona. Iphasiwedi azibasebenzisi oonobumba abakhulu.	The user has entered an incorrect password so provide the user with a short and friendly message with an invitation to try again.
This product key didn't work. Please check it and try again.	Eli qhosha lemveliso alisebenzanga. Nceda ulikhangele uza uzame kwakhona.	The user has entered incorrect product key. The message casually and politely asks the user to check it and try again.
All ready to go	Konke kulungele ukuqalisa	Casual and short message to inform the user that setup has been completed, ready to start using the system.
Would you like to continue?	Ungathanda ukuqhubeka?	Use the second person pronoun "you" to politely ask the user if they would like to continue.
Give your PC a name—any name you want. If you want to change the background color, turn high contrast off in PC settings.	Nika iPC yakho igama – naliphi na igama olifunayo. Ukuba ufuna ukutshintsha umbala wasemva, cima umbala okrakra kwiisethingi zePC.	Address the user directly using the second person pronoun to take the necessary action.

## 2.2.2 Promote a feature

US English	IsiXhosa target	Explanation
Picture password is a new way to help you protect your touchscreen PC. You choose the picture—and the gestures you use with it—to create a password that’s uniquely yours.	Iphasiwedi yomfanekiso ingendlela entsha ukukunceda ukhusele iskrini esichwethwayo sePC yakho. Ukhetha umfanekiso – nezimbo ezisebenzisa nayo – ukudala iphasiwedi eyeyakho kuphela.	Promoting a specific feature with the use of em-dash to emphasis the specific requirements to enable the feature which in this situation is picture password.
Let apps give you personalized content based on your PC’s location, name, account picture, and other domain info.	Yenza usetyenziso lukunike isiqulatho esinegma lakho ngokusekelwe kwindawo, kwigama, kumfanekiso weakhawunti yePC yakho, nakwezinye iingcombolo zenye idomeyini.	Promoting the use of apps. Depending on the context of the string you can add familiarity to the text by using everyday words for example, PC.

## 2.2.3 Provide how-to guidelines

US English	IsiXhosa target	Explanation
To go back and save your work, click Cancel and finish what you need to.	Ukuya emva kwaye useyive umsebenzi wakho, klika uRhoxisa uze ugqibezele ofuna ukugqibezela.	Short and clear action using the second person pronoun.
To confirm your current picture password, just watch the replay and trace the example gestures shown on your picture.	Ukuqinisekisa iphasiwedi yomfanekiso wakho wangoku, vela nje ubukele kwakhona uze ulandele ekhondweni izimbo eziboniswe emfanekisweni wakho.	Voice is simple and natural. The user isn’t overloaded with information; we tell them only what they need to know to make a decision.

## 2.2.4 Explanatory text and support

US English	IsiXhosa target	Explanation
The updates are installed, but Windows 10 Setup needs to restart for them to work. After it restarts,	Zifakiwe izihlaziyi, kodwa ukuMiselwa kweWindows 10 kudinga ukuqala ngokutsha ukuze zisebenze. Emva kokuqala	The language is natural, the way people talk. In this case voice is reassuring, letting the user know that we’re

we'll keep going from where we left off.	ngokutsha, siza kuqhubeka ukusuka apho besishiye khona.	doing the work. Use of "we" provides a more personal feel.
If you restart now, you and any people using this PC could lose unsaved work.	Ukuba uqala ngokutsha ngoku, wena nabanye abantu abasebenzisa le PC ningaphulukana nomsebenzi ongaseyivwanga.	Voice is clear and natural informing the user what will happen if this action is taken.
This document will be automatically moved to the right library and folder after you correct invalid or missing properties.	Olu xwebhu luza kufuduselwa ngokuzenzekelayo kwilayibrari nakwifolda emva kokulungisa iipropathi ezingasebenziyo okanye ezilahlekileyo.	Voice talks to the user informatively and directly on the action that will be taken.
Something bad happened! Unable to locate downloaded files to create your bootable USB flash drive.	Kwenzeka into embi! Akwazeki ukubona iifayili ezidawunlowdiweyo ukudala idrayivu yeflesh yeUSB.	Without complexity and using short sentences inform the user what has happened.

### 3 Language-specific standards

Information about IsiXhosa-specific standards, such as phone number formats, date formats, currency formats, and measurement units are available from the [GoGlobal Developer Center](#).

#### 3.1 Grammar, syntax and orthographic standards

This section includes information on how to apply the general language and syntax rules to Microsoft products, online content, and documentation.

##### 3.1.1 Abbreviations

###### **Common abbreviations**

Although abbreviation is not applicable in isiXhosa, you may need to abbreviate words in UI (mainly buttons or option names) to save space. This can be done in the following ways:

List of common abbreviations:

Expression	Acceptable abbreviation
Umzekelo	Umz
Njalo njalo	Njl.njl
Ugqirha	Ugq.
Unkosikazi	Unsk.

You can use the common abbreviations for units of measures in isiXhosa as they are in English.

Examples:

English	IsiXhosa
km	km
cm	cm
gm	gm
GB	GB

### 3.1.2 Acronyms

Acronyms are words made up of the initial letters of major parts of a compound term. Common examples are WYSIWYG (What You See Is What You Get), DNS (Domain Name Server), and HTML (Hypertext Markup Language).

In isiXhosa Acronyms are translated in the full form they stand for (For example: DNS should be translated as Iseva yeGama leDomeyini), or they are left as they are if acronym is not known what it stands for. Sometimes if there's no enough space to do, acronyms can be left in English.

Example:

English: DNS

Suggested translation: Iseva yeGama leDomeyini (DNS)

### 3.1.3 Adjectives

In isiXhosa, adjectives follow nouns, unlike in English.

en-US source	isiXhosa target
Long name	Igama elide

### 3.1.4 Capitalization

isiXhosa does have capitalization rules which must always be followed. As in English isiXhosa capitalized words can be translated between quotations in order to highlight them.

Example:

en-US Source	Incorrect isiXhosa target	Correct isiXhosa target
To update your computer, click Update.	Ukuaphideyitha ikhompuyutha, klika Aphideyithi	Ukuhlaziya ikhompuyutha yakho, klika uHlaziya

### 3.1.5 Conjunctions

For en-US Microsoft voice, conjunctions can help convey a conversational tone. Starting a sentence with a conjunction can be used to convey an informal tone and style.

In isiXhosa, use of conjunctions as standalone word is very rare or not possible, such as “kunye”/ne/na/no which is “and” and can be is not a matter of preference, but language rules guide you so that you can correctly use it when composing a long sentence from short ones.

en-US source text	xh-SA old use of conjunctions	xh-SA new use of conjunctions
You've the administrator privileges. However, you can't change the file type.	Unamalungelo omlawuli. Nangona kunjalo awunako ukutshintsha uhlobo lwefayili.	Unamalungelo omlawuli, nangona ungenako ukutshintsha uhlobo lwefayili.
Create a new file. Copy the file to the computer.	Dala ifayili entsha. Kopela ifayili kwikhompuyutha.	Dala ifayili entsha, uze uyikopele kwikhompuyutha.
The folder has just been created in the required	Ifolda yenziwe kwindawo efuneka kuyo. Ifolda ngoku	Ifolda isanda kwenziwa kwindawo efanelekileyo,

location. The folder is now available to use.	iyafumaneka ukuze isetyenziswe.	kwaye ngoku iyafumaneka.
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### 3.1.6 Gender

Due to the absence of an equivalent to "it" as a gender in isiXhosa, when the user points at an icon (which has the feminine gender in isiXhosa) or at a button (which has the masculine gender in isiXhosa), a messages that says: "Displays full pages as they will be printed" would leave you wondering whether to say "yena/wena/into". Therefore, there's is no way in isiXhosa to show gender, unless one qualifies the sentence by either mentioning the person's or thing's name.

### 3.1.7 Localizing colloquialism, idioms, and metaphors

The Microsoft voice allows for the use of culture-centric colloquialisms, idioms and metaphors (collectively referred to "colloquialism").

Choose from these options to express the intent of the source text appropriately.

- Don't attempt to replace the source colloquialism with an isiXhosa colloquialism that fits the same meaning of the particular context unless it's a perfect and natural fit for that context.
- Translate the *intended* meaning of the colloquialism in the source text (not the literal translation of the original colloquialism in the source text), but only if the colloquialism's meaning is an integral part of the text that can't be omitted.
- If the colloquialism can be omitted without affecting the meaning of the text, omit it.

### 3.1.8 Nouns

#### **General considerations**

English plural is the equivalent of both the isiXhosa plural but the sentence structure changes due to the influence of the concordance. For example, "example of error messages containing this symbol" = "umzekelo wemiyalezo eyimpazamo equlathe olu phawu". In other words, almost everything in the isiXhosa sentence becomes plural and not just one word which is in plural in English.

### 3.1.9 Numbers

This topic includes guidelines when to use numerals (symbol that represents a number. for example, 1, 2, 3, 234, etc.) and when to spell out numbers (one, two, three, two hundred and thirty-four) and other aspects for the particular language.

In isiXhosa, it's preferable that numbers should be said in their isiXhosa names, except when they are too long (for example, twenty fifteen) because it becomes difficult and confusing to say them in isiXhosa. Numbers can also be written digits and they adopt English format.

### 3.1.10 Pronouns

The fact that isiXhosa have noun class prefixes and that prefixes and their respective nouns are written conjunctively, the situation is different in isiXhosa. It's very rare to use nouns without prefixes.

Example:

xh-SA old user reference	xh-SA new user reference
Ayikwazi Windows ukuqala inkqubo	I-Windows ayikwazi ukuyivula isistim yakho

### Possessive pronouns

Possessive pronouns are often used in English. However, we should avoid overusing them in IsiXhosa. In fact, IsiXhosa sounds more natural using the definite article, especially when the possessor is obvious.

Example:

English	IsiXhosa
Double-click the Skype Name in your Contact List or the search result	Klika kabini iGama leSkype kuLuhlu lwaBaqhagamshelwa bakho okanye khangela iziphumo

### 3.1.11 Punctuation

Punctuations follow the same rules as of English, detailed as follows:

## Comma

No space before comma but after it. As in English, comma in isiXhosa is typed the same way:

Examples (in numbers):

English example	IsiXhosa example
3,694	(+) 3,694
R25,359.71	(+) R25,359.71

## Colon

No space before comma but after it. As in English, colon in isiXhosa is typed the same way.

Example:

Computers; Laptops; iPads are all technological communication devices.

IiKhompyutha; iiLaptops; ii-iPads zizixhobo zonxibelelwano lwetheknoloji.

## Dashes and hyphens

Three different dash characters are used in English, and isiXhosa adopts English ones.

The hyphen is used to divide words between syllables, to link parts of a compound word, and to connect the parts of an inverted or imperative verb form. In isiXhosa hyphen is used to combine two different words to make one compound word, such as those old rifles as "Imfaka-dolo" = "Rifle".

US English	IsiXhosa target	Comment
Rifle	Imfaka-dolo	The literal translation of isiXhosa is "Imfaka" = Insert" and "dolo" = "knee". This came about because of the fact that one has to put the rifle on his knee to be able to load gunpowder.

## En dash

The en dash is used as a minus sign, usually with spaces before and after. Repeated words and two joint words, which are always considered as one word, are always separated by dash in isiXhosa.

Example:

US English	IsiXhosatarget	Comment
Different things	Izinto ezizintlobo- ntlobo	Repeated words and two joint words, which are always considered as one word, are always separated by dash in isiXhosa.

The en dash is also used in number ranges, such as those specifying page numbers. No spaces are used around the en dash in this case. IsiXhosa adopts English in everything that includes numbers

Example:

US English	IsiXhosa target	Comment
2-3-7	2-3-7	IsiXhosa adopts English in everything that includes numbers

### **Em dash**

The em dash should only be used to emphasize an isolated element or introduce an element that's not essential to the meaning conveyed by the sentence. This is not applicable in isiXhosa.

### **Ellipses (suspension points)**

Should be used like source as isiXhosa doesn't have this.

### **Period**

No space before, space after.

Example:

Her mother said, "if you don't do your school work, you're going to fail".  
Umama wakhe uthetha, "ukuba awuwenzi umsebenzi wesikolo, uza kutshona".

### **Quotation marks**

Quotation marks are used to highlight UI items like button names.

Example:

US English	IsiXhosa target
The File Menu	Imenyu yeFayili

### **Mirrored question mark**

Unlike in English, a mirrored question mark should be used in isiXhosa.

Example:

Mother said to him/her “Don't play with fire”. / (+) Umama uthe kuye “musa ukudlala ngomlilo”.

### **Parentheses**

Opening: Space before, no space after.

Closing: No space before, space after.

#### **3.1.12 Sentence fragments**

For the Microsoft voice, sentence fragments help convey a conversational tone. They are used whenever possible as they are short and to the point.

#### **3.1.13 Symbols & nonbreaking spaces**

Use nonbreaking spaces (CTRL+SHIFT+SPACEBAR) between words that should not separate onto different lines. You may use them in the following instances:

Between Part, Chapter, or Appendix and its number or letter.

Between a unit of measurement or currency, and the number that goes with it.

Between any items that should not be divided onto separate lines, such as product names "Windows 10" and version numbers "Word 2016."

### **Percentage**

In isiXhosa don't leave a space between the number and the % sign. The % sign should be on the right side of the number as in English.

English	Incorrect	Correct
50%	% 50	50%

### 3.1.14 Verbs

For US English Microsoft voice, verb tense helps to convey the clarity of Microsoft voice. Simple tenses are used. The easiest tense to understand is the simple present. Avoid future tense unless you're describing something that will really happen in the future and the simple present tense is inapplicable. Use simple past tense when you describe events that have already happened.

In isiXhosa, the verb tense usage can be as follows:

US English source text	IsiXhosa old use of tenses	IsiXhosa new use of tenses
Once completing the registration form, you will need to enter your password.	Xa ugqibile ukugcwalisa ifomu yokubhalisa, kufuneka ufake iphasiwedi.	Wakugcwalisa ifomu yokubhalisa, kuza kufuneka ufake iphasiwedi.
If this error appears again, you will need to contact the network administrator.	Ukuba isavela impazamo, kufuneka uqhagamshela umlawuli wenetwekhi.	Ukuba le mpazamo isabonakala, kuza kudingeka ukuba uqhagamshelane nomlawuli wenetwekhi.
After being granted the required administrator privileges, you will be able to change the file and folder properties as required.	Emva kokunikwa amalungelo afunekayo olawulo, uza kukwazi ukutshintsha iipropathi zefayili nefolda njengoko kuyimfuneko.	Emva kokunikwa amalungelo olawulo afunekayo, uza kukwazi ukutshintsha iipropathi zefayili nezefolda njengoko kufuneko.

### Passive constructions

IsiXhosa verbs that act on objects through prepositions are often used to translate impersonal passives in English.

Example:

English	IsiXhosa
The problem was investigated.	Ingxaki yaphandwa = Yaphandwa ingxaki

## 4 Localization considerations

Localization means that the translated text needs to be adapted to the local language, customs and standards.

The language in Microsoft products should have the "look and feel" of a product originally written in isiXhosa, using idiomatic syntax and terminology, while at the same time maintaining a high level of terminological consistency, so as to guarantee the maximum user experience and usability for our customers.

### 4.1 Accessibility

Accessibility options and programs are designed to make the computer usable by people with cognitive, hearing, physical, or visual disabilities.

Hardware and software components engage a flexible, customizable user interface, alternative input and output methods, and greater exposure of screen elements.

General accessibility information can be found at <http://www.microsoft.com/enable/education/>.

### 4.2 Applications, products, and features

Product and application names are often trademarked or may be trademarked in the future and are therefore rarely translated. Occasionally, feature names are trademarked, too (for example, IntelliSense™). Before translating any application, product, or feature name, verify that it's in fact translatable and not protected in any way. This information can be obtained [here](#).

#### **Version numbers**

Version numbers always contain a period (for example, Version 4.2). Note punctuation examples of "Version x.x". For isiXhosa, version numbers adopt English version with either a prefix or no prefix depending on where in the sentence they are. (IsiXhosa numbers with a period.)

US English	IsiXhosa target
Skype 4.2	Skype 4.2

Version numbers are usually also a part of version strings, but technically they are not the same.

### 4.3 Trademarks

Trademarked names and the name Microsoft Corporation shouldn't be localized unless local laws require translation and an approved translated form of the trademark is available. A list of Microsoft trademarks is [here](#).

### 4.4 Geopolitical concerns

Part of the cultural adaptation of the US-product to a specific market is the resolution of geopolitical issues. While the US-product is designed and developed with neutrality and a global audience in mind, the localized product should respond to the particular situation that applies within the target country/region.

Sensitive issues or issues that might potentially be offensive to the users in the target country/region may occur in any of the following:

- Maps
- Flags
- Country/region, city and language names
- Art and graphics
- Cultural content, such as encyclopedia content and other text where historical or political references are present

Some issues are easy to verify and resolve. The localizer should have the most current information available. Maps and other graphical representations of countries/regions should be checked for accuracy and existing political restrictions. Country/region, city, and language names change on a regular basis and should be checked, even if previously approved.

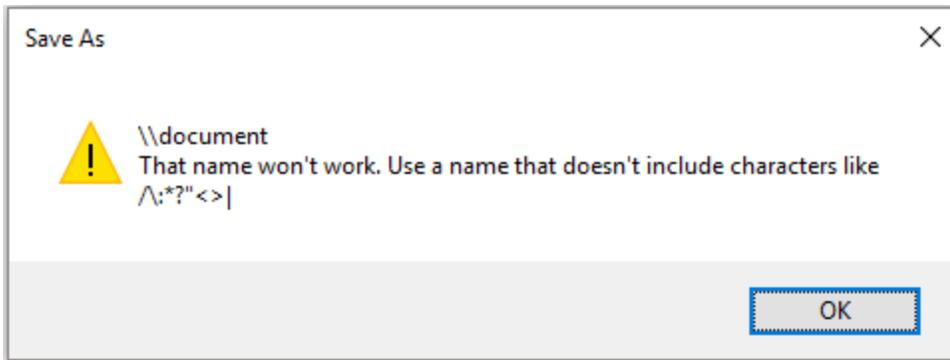
A thorough understanding of the culture of the target market is required for checking the appropriateness of cultural content, clip art and other visual representations of religious symbols, and body and hand gestures.

### 4.5 Software considerations

This section refers to all menus, menu items, commands, buttons, check boxes, and other UI elements that should be consistently translated in the localized product.

#### 4.5.1 Error messages

Here is an example:



Error messages are messages sent by the system or a program, informing the user of an error that must be corrected in order for the program to keep running. The messages can prompt the user to take action or inform the user of an error that requires restarting the computer.

Considering the underlying principles of Microsoft voice, translators are encouraged to apply them to ensure target translation is more natural, empathetic and not robot-like.

English term	Correct IsiXhosa translation
Oops, that can't be blank...	Yhoo, oku akukwazi ukungabinanto...
Not enough memory to process this command.	Akukho memori yanele ukuqhubekisa lo myalelo.

### IsiXhosa style in error messages

Use consistent terminology and language style in the localized error messages, and not just translate them as they appear in the US product.

### Standard phrases in error messages

These phrases commonly occur in error messages. When you translate them, try to use the provided target phrases. However, feel free to use other ways to express the source meaning if they work better in the context.

Examples:

English	Translation	Example
Can't ... Could not ...	Awunako	Awunako ukucima

Failed to ... Failure of ...	Akuphumelelanga uku-	Akuphumelelanga ukucima
Can't find ... Could not find ... Unable to find ... Unable to locate ...	Akunako ukufumana	Akunako ukufumana iinkcukacha zokungena kwi-intanethi
Not enough memory Insufficient memory There is not enough memory There is not enough memory available	Imemori ayanelanga	Imemori yekhompuyutha yakho ayanelanga
... is not available ... is unavailable	... ayikho	i-intanethi ayikho

### **Error messages containing placeholders**

When localizing error messages containing placeholders, try to anticipate what will replace the placeholder. This is necessary for the sentence to be grammatically correct when the placeholder is replaced with a word or phrase. Note that the letters used in placeholders convey a specific meaning.

Examples:

%d, %ld, %u, and %lu means <number>

%c means <letter>

%s means <string>

Examples of error messages containing placeholders:

"Checking Web %1!d! of %2!d!" means "Checking Web <number> of <number>."

"INI file "%1!-.200s!" section" means "INI file "<string>" section."

### **4.5.2 Keys**

In English, references to key names, like arrow keys, function keys and numeric keys, appear in normal text (not in small caps).

The keyboard is the primary input device used for text input in Microsoft Windows. For accessibility and efficiency, most actions can be performed using the keyboard as well. While working with Microsoft software, you use keys, key combinations and key sequences.

In English, references to key names, like arrow keys, function keys and numeric keys, appear in normal text (not in small caps).

Due to the absence of keyboards, and stickers, that have all of the function keys in IsiXhosa, the general rule has been to:

- Keep all the keys in English when they are listed as an action to be done or an instruction to be followed, when directly concerning the user interface.
- Translate them when they occur in a narrative or explanatory manner.

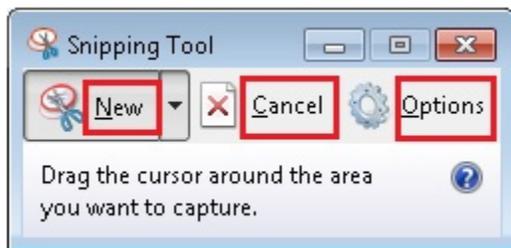
### Key names

English key name	IsiXhosa key name
Alt	Alt
Backspace	Backspace
Break	Break
Caps Lock	Caps Lock
Ctrl	Control
Delete	Delete
Down Arrow	Down Arrow
End	End
Enter	Enter
Esc	Esc
Home	Home
Insert	Insert
Left Arrow	Left Arrow

English key name	IsiXhosa key name
Num Lock	Num Lock
Page Down	Page Down
Page Up	Page Up
Pause	Pause
Right Arrow	Right Arrow
Scroll Lock	Scroll Lock
Shift	Shift
Spacebar	Spacebar
Tab	Tab
Up Arrow	Up Arrow
Windows key	Windows key
Print Screen	Print Screen
Menu Key	Menu Key

### 4.5.3 Keyboard shortcuts

The ampersand (&) is used in the localization of software to designate keyboard shortcuts. A keyboard shortcut is the character that appears underlined on a menu or inside a dialog box.



The general rule is that the keyboard shortcut should be clearly visible to the user. So it's very important to avoid—whenever possible—using the ampersand on ligatures to designate a keyboard shortcut. This means avoiding the "alef with hamza," for example.

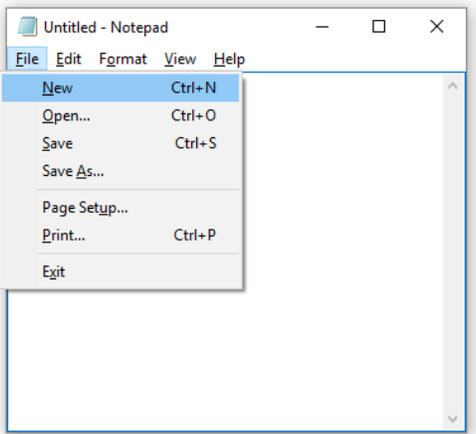
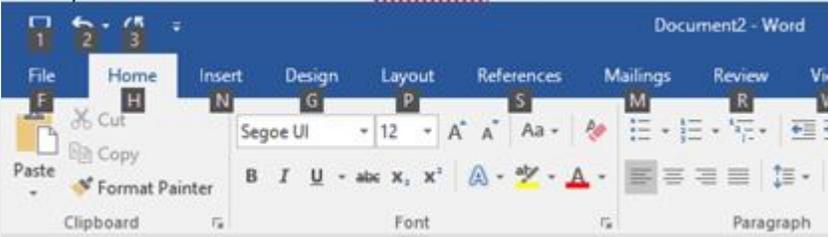
Where the keyboard shortcuts have already been established for commonly used commands such as the File menu, for example, and all its menu commands, the keyboard shortcuts must always remain the same—whenever possible—in all Microsoft products.

- Avoid using & on English abbreviation unless it's necessary (for example, &TCP/IP), where there is no isiXhosa alternative or would result in duplication.
- Avoid assigning a keyboard shortcut to the letter as the shift key must be used to write it, which contradicts with the shift key needed to assign the keyboard shortcut. Also, avoid assigning keyboard shortcuts to following characters and as such don't appear properly with keyboard shortcuts assigned to them.
- Avoid using the & with Alef with Hamza unde.

Sometimes the English uses && representing the meaning of And. In isiXhosa this should be replaced with "kunye" / "ne-" / "no-" depending on the context.

Keyboard shortcuts special options	Usage: is it allowed?	Notes
"Slim characters," such as I, l, t, r, f can be used as keyboard shortcuts	yes	As in English
Characters with downstrokes, such as g, j, y, p and q can be used as keyboard shortcuts	yes	As in English
Extended characters can be used as keyboard shortcuts	yes	As in English
An additional letter, appearing between brackets after item name, can be used as a keyboard shortcut	yes	As in English
A number, appearing between brackets after item name, can be used as a keyboard shortcut	yes	As in English
A punctuation sign, appearing between brackets after item name, can be used as a keyboard shortcut	yes	As in English
Duplicate keyboard shortcuts are allowed when no other character is available	yes	As in English
No keyboard shortcut is assigned when no more characters are available (minor options only)	yes	As in English

Content writers usually just refer to "keyboard shortcuts" in content for a general audience. In localization, however, we distinguish the following terms:

Term	Usage
<p><b>access key</b></p>	<p>A subtype of keyboard shortcut. A letter or number that the user types to access UI controls that have text labels. Access keys are assigned to top-level controls so that the user can use the keyboard to move through the UI quickly.</p> <p>Example: F in Alt+F</p> <p>Example in UI localization: H&amp;ome</p>  <p>In keyboard shortcuts, most access keys are used with the Alt key.</p>
<p><b>key tip</b></p>	<p>The letter or number that appears in the ribbon when the Alt key is pressed.</p> <p>In UI localization, the key tip is the last character present in the strings after the “~” character.</p> <p>Example: In UI localization Home`H</p> 
<p><b>shortcut key</b></p>	<p>A subtype of keyboard shortcut. A key that the user types to perform a common action without having to go through the UI. Shortcut keys are not available for every command.</p> <p>Example: Ctrl+N, Ctrl+V</p> <p>In keyboard shortcuts, most shortcut keys are used with the Ctrl key.</p> <p>Ctrl+letter combinations and function keys (F1 through F12) are usually the best choices for shortcut keys.</p>

#### 4.5.4 Arrow keys

The arrow keys move input focus among the controls within a group. Pressing the right arrow key moves input focus to the next control in tab order, whereas pressing the left arrow moves input focus to the previous control. Home, End, Up, and Down also have their expected behavior within a group. Users can't navigate out of a control group using arrow keys.

#### 4.5.5 Numeric keypad

Avoid distinguishing numeric keypad keys from the other keys, unless it's required by a given application. If it's not obvious which keys need to be pressed, provide necessary explanations.

#### 4.5.6 Shortcut keys

Shortcut keys are keystrokes or combinations of keystrokes that perform defined functions in a software application. Shortcut keys replace menu commands and are sometimes given next to the command they represent. While access keys can be used only when available on the screen, shortcut keys can be used even when they are not accessible on the screen.

### Standard shortcut keys

US command	US English shortcut key	IsiXhosa command	IsiXhosa shortcut key
<b>General Windows shortcut keys</b>			
Help window	F1	n/a	F1
Context-sensitive Help	Shift+F1	n/a	Shift+F1
Display pop-up menu	Shift+F10	Bonisa imenyu yezizivelelayo	Shift+F10
Cancel	Esc	Rhoxisa	Esc
Activate\Deactivate menu bar mode	F10	Chukumisa/Shukumisa imowudi yebha yemenyu	F10
Switch to the next primary application	Alt+Tab	Tshintshela kusetyenziso lokuqala olulandelayo	Alt+Tab

Display next window	Alt+Esc	Bonisa ifestile elandelayo	Alt+Esc
Display pop-up menu for the window	Alt+Spacebar	Bonisa imenyu yezizivelelayo ukwenzela ifestile	Alt+Spacebar
Display pop-up menu for the active child window	Alt+-	Bonisa imenyu yezizivelelayo ukwenzela ifestile yomntwana osebenzayo	Alt+-
Display property sheet for current selection	Alt+Enter	Bonisa ikhasi lepropati ukwenzela okukhethekileyo	Alt+Enter
Close active application window	Alt+F4	Vala usetyenziso lwefestile esebenzayo	Alt+F4
Switch to next window within (modeless-compliant) application	Alt+F6	Tshintshela kwifestile elandelayo (uthotyelo olungenamowudi) kusetyenziso	Alt+F6
Capture active window image to the Clipboard	Alt+Prnt Scrn	Thatha umfanekiso wefestile esebenzayo kwiKliphbhodi	Alt+Prnt Scrn
Capture desktop image to the Clipboard	Prnt Scrn	Thatha umfanekiso wedesktophu kwiKliphbhodi	Prnt Scrn
Access Start button in taskbar	Ctrl+Esc	Fikelela kwiqhosha u-Qalisa kwithaskhbha	Ctrl+Esc
Display next child window	Ctrl+F6	Bonisa ifestile yomntwana elandelayo	Ctrl+F6
Display next tabbed pane	Ctrl+Tab	Bonisa i-tabbed pane elandelayo	Ctrl+Tab
Launch Task Manager and system initialization	Ctrl+Shift+Esc	Qala uMphathi womSebenzi noqalo lwesistimu	Ctrl+Shift+Esc
<b>File menu</b>			
File New	Ctrl+N	IFayili eNtsha	Ctrl+N

File Open	Ctrl+O	UkuVula iFayili	Ctrl+O
File Close	Ctrl+F4	UkuVala iFayili	Ctrl+F4
File Save	Ctrl+S	UkuGcina iFayili	Ctrl+S
File Save as	F12	UkuGcina iFayili njenge	F12
File Print Preview	Ctrl+F2	Imbonakalo yangaphambili yokuPrinta iFayili	Ctrl+F2
File Print	Ctrl+P	UkuPrinta iFayili	Ctrl+P
File Exit	Alt+F4	UkuPhuma kwiFayili	Alt+F4
<b>Edit menu</b>			
Edit Undo	Ctrl+Z	Hlela uCima okwenzekileyo	Ctrl+Z
Edit Repeat	Ctrl+Y	Hlela uPhinda	Ctrl+Y
Edit Cut	Ctrl+X	Hlela uSika	Ctrl+X
Edit Copy	Ctrl+C	Hlela uKopa	Ctrl+C
Edit Paste	Ctrl+V	Hlela uNcamathisela	Ctrl+V
Edit Delete	Ctrl+Backspace	Hlela uCima	Ctrl+Backspace
Edit Select All	Ctrl+A	Hlela uKhetha Konke	Ctrl+A
Edit Find	Ctrl+F	Hlela uFumana	Ctrl+F
Edit Replace	Ctrl+H	Hlela uFaka endaweni yenye	Ctrl+H
Edit Go To	Ctrl+G	Hlela uYiya ku	Ctrl+G
<b>Help menu</b>			
Help	F1		F1
<b>Font format</b>			
Italic	Ctrl+I	Kekeleyo	Ctrl+I
Bold	Ctrl+B	Ngqindilili	Ctrl+B

Underlined\Word underline	Ctrl+U	Krwelela umgca ngaphantsi	Ctrl+U
Large caps	Ctrl+Shift+A	Oonobumba abaKhulu	Ctrl+Shift+A
Small caps	Ctrl+Shift+K	Oonobumba abaNcinci	Ctrl+Shift+K
<b>Paragraph format</b>			
Centered	Ctrl+E	Embindini	Ctrl+E
Left aligned	Ctrl+L	Iteskti ibhekisa ekhohlo	Ctrl+L
Right aligned	Ctrl+R	Iteskti ibhekisa ekunene	Ctrl+R
Justified	Ctrl+J	Ngqamanisiwe	Ctrl+J

#### 4.5.7 English pronunciation

##### General rules

Generally speaking, English terms and product names left unlocalized in target material should be pronounced the English way. For instance, "Microsoft" must be pronounced the English way. However, if your language has an established pronunciation for a common term (such as "server"), use the local pronunciation. However, it should be noted that when isiXhosa exact pronunciation as English when dealing English abbreviation and acronyms and therefore adopts English phonetic system. Hence isiXhosa looks exactly the same as English below:

Example	Phonetics	Comment
SecurID	[sɪ'kjuər aɪ di:]	
.NET	[dot net]	
Skype	[I-Skype]	Product names are always pronounced the same way they are pronounced in the source language with the difference in the prefix, for example, i-Skype, we-Skype, kwi-Skype etc.

##### Acronyms and abbreviations

Acronyms are pronounced like real words, adapted to the local pronunciation.

English words and acronyms are pronounced in isiXhosa the same way they are in English. However, when used in a sentence they may be preceded by prefix, for example, iRADIUS/i-RADIUS; iRAS/i-RAS.

N.B. Hyphen is mainly used when this vowel prefix is at the beginning of the sentence and when it creates some confusion to not being able to differentiate between it and acronym or abbreviation, as in ISQL/I-SQL.

Example	Phonetics
RADIUS	As in English
RAS	As in English
ISA	As in English
LAN	As in English
WAN	As in English
WAP	As in English
MAPI	As in English
POP	As in English
URL	As in English

Other abbreviations are pronounced letter by letter.

Example	Phonetics
ICMP	As in English
IP	As in English
TCP/IP	As in English
XML	As in English
HTML	As in English
OWA	As in English
SQL	As in English

## **URLS**

"http://" should be omitted; the rest of the URL should be read entirely.

"www" should be pronounced as WWW.

The "dot" should be omitted, but can also be read out. If you read it out, then it must be pronounced the English way. This fully adopts English when pronounced.

## **Punctuation marks**

Most punctuation marks are naturally implied by the sound of voice, for example, ? ! : ; ,

En Dash (–) are used to emphasize an isolated element. It should be pronounced as a comma, i.e. as a short pause.

## **Special characters**

Pronounce special characters such as / \ ~ < > + - using the isiXhosa approved transcriptions.

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