

# Dutch Localization Style Guide

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# 1 Welcome



Welcome to the *Microsoft Localization Style Guide* for Dutch. This guide will help you understand how to localize Dutch content in a way that best reflects the Microsoft voice.

Before you dive in:

- Make sure you understand the key tenants of the [Microsoft voice](#).
- Familiarize yourself with the recommended [style references](#) in Dutch.

## 1.1 Reference material

Unless this style guide or Term Studio provides alternative instructions, use the orthography, grammar and terminology in the following publications:

### **Normative references**

Adhere to these normative references. When more than one solution is possible, consult the other topics in this style guide for guidance.

1. Woordenlijst Nederlandse taal ('Groene boekje') (2015). Den Haag: Van Dale.
2. Van Dale Groot woordenboek van de Nederlandse taal (2015). Vijftiende druk. Utrecht – Antwerpen: Van Dale Lexicografie.
3. Jan Renkema, Schrijfwijzer (2020). 6e druk. Amsterdam: Boom uitgevers
4. <http://woordenlijst.org/>
5. <http://taalunieversum.org/>

## Informative references

These sources are meant to provide supplementary information, background, comparison, etc.

1. Algemene Nederlandse Spraakkunst (1997). W. Haeseryn et al. (Red.). Groningen: Nijhoff.
2. Algemene Nederlandse Spraakkunst, online version: <http://ans.ruhosting.nl/e-ans/index.html>
3. Theo de Boer, Taalhandboek Nederlands (2011). Utrecht: Van Dale Uitgevers.
4. Theo de Boer, Van Dale Taalhandboek spelling (2012). Utrecht: Van Dale Uitgevers.

## 2 Microsoft voice

Microsoft's brand personality comes through in our voice and tone—what we say and how we say it. The design renaissance across 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 also extend across Microsoft content for all language locales. For each language, the specific choices in style and tone that produce Microsoft voice are different.

## 2.1 Choices that reflect Microsoft voice

Translating into Dutch 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 is often used for technical and commercial content.

When you are 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 is 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 Flexibility

It's important for translators to modify or re-write translated strings so that they are more appropriate and natural to Dutch customers. To do so, try to understand the whole intention of the sentences, paragraphs, and pages, and then re-write just like you are writing the content yourselves. It will make the contents more perfect for Dutch users. Sometimes, you may need to remove any unnecessary contents.

| English example  | Dutch example  |
|--|--|
| If you enjoyed these games in the past, you'll like them even better now.  | Als je deze games vroeger al leuk vond, vind je ze nu vast nog leuker:   |
| This helps alert you to deceptive websites that try trick you with misleading addresses and can help reduce the chances of compromising your personal information. | Zo wordt u gewaarschuwd voor websites die u met misleidende adressen om de tuin proberen te leiden en wordt de kans kleiner dat uw persoonlijke gegevens in verkeerde handen vallen. |

|   |   |
|---|---|
| Developers can go to the application management site to find the apps they are looking for. | Ontwikkelaars kunnen op de site voor het beheren van toepassingen de apps vinden die ze nodig hebben. |
|---|---|

## 2.1.2 Word choice

### Terminology

Use approved terminology from [Microsoft language resources](#), for example for key terms, technical terms, and product names.

### Short word forms and everyday words

Microsoft voice text written in US English prefers the short, simple words spoken in everyday conversations. In English, shorter words are generally 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 is important to be intentional about using everyday words that customers are accustomed to.

In some cases, the Dutch Microsoft voice can also be conveyed through the use of shortened form of words and everyday words. Below you will find some examples of the usage of these forms. Other terms may apply, along the same lines. If you are in doubt whether a shortened form is appropriate, consult with the linguistic expert on your project.

| en-US source term | Dutch word    | Dutch word usage   |
|-------------------|---------------|--|
| app               | <i>app</i>    | The term <i>app</i> can be used for "small" applications which might be part of Windows 10. For "big" applications, such as Notepad or Office the use of <i>toepassing</i> or <i>programma</i> should be used. |
| pick, choose      | <i>kiezen</i> | Use <i>kiezen</i> instead of <i>selecteren</i> to express a choice between various options.  |
| PC                | <i>pc</i>     | Use for personal computing devices ( <i>computer</i> for situations about PCs and Macs).   |

|     |          |  |
|-----|----------|--|
| you | <i>u</i> | Address the user as <i>u</i> , directly or indirectly. |
|-----|----------|--|

### 2.1.3 Word-to-word translation

To achieve a fluent translation, word-to-word translation should be avoided. If texts are translated directly without overall understanding of the paragraph or the page, the content will not be natural and even ridiculous. Strict word-to-word translation would make the tone stiff and unnatural. Thus, it is paramount to check the source text in the live pages in order to avoid translating simply a list of strings without context. The text may be split into different sentences if necessary, simplified. Sometimes you can omit descriptors to make the text snappier.

| English text  | Correct Dutch translation   | Incorrect Dutch translation  |
|---|---|--|
| Express your feelings with emoticons  | Uit uw gevoelens met emoticons  | Geef uitdrukking aan uw gevoelens met emoticons  |
| When you have finished selecting your product, click the Next button.   | Klik op de knop Volgende als u het product hebt geselecteerd.   | Wanneer u het product geselecteerd hebt, klikt u op de knop Volgende.  |
| You may also find it easier to write complex formulas if parts of those formulas contain named, shorter formulas. | Complexe formules zijn ook eenvoudiger samen te stellen als ze bestaan uit kleinere formules die een naam hebben. | U kunt het ook gemakkelijker vinden om complexe formules te schrijven als onderdelen van die formules benoemde, korte formules bevatten. |

### 2.1.4 Words and phrases to avoid

Microsoft voice avoids an unnecessarily formal tone.

| en-US source | Dutch old word/phrase | Dutch new word/phrase |
|--------------|-----------------------|-----------------------|
| In addition  | Tevens                | <i>ook</i>            |
| as well as   | zowel ... als ...     | <i>... en ...</i>     |



|   |   |   |
|---|---|---|
| refer to  | betreffende                                       | <i>deze, de (or leave it out)</i>   |
| recommend                                       | Aanbevelenswaardig, raadzaam                      | <i>aan te raden</i>   |
| From  | met ingang van                                    | <i>vanaf</i>  |
| give/provide guidance, give/provide information | bovengenoemde/vorenvermeld/etc.                   | <i>leave these references out, if the context is clear enough</i>                                 |
| Mine, yours                                     | mijnerzijds/uwerzijds                             | <i>van mij/van u</i>  |
| in conjunction with                             | ten aanzien van/met betrekking tot/in verband met | <i>avoid these phrases, try write the sentences differently while keeping the general meaning</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

In general, end users should be addressed using the formal second person pronoun 'u'.

| US English   | Dutch target  | Explanation  |
|--|---|--|
| The password isn't correct, so please try again. Passwords are case-sensitive. | Het wachtwoord klopt niet, dus probeer het nog een keer. Wachtwoorden zijn hoofdlettergevoelig. | The user has entered an incorrect password so provide the user with a short and friendly message with the action to try again. |
| This product key didn't work. Please check it and try again.                   | De productcode is niet juist. Controleer de code en probeer het opnieuw.                        | 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  | Alles is klaar.   | Casual and short message to inform user that setup   |

|   |  |  |
|---|--|--|
|   |  | has completed, ready to start using the system.  |
| Would you like to continue?   | Wilt u doorgaan?   | Use of the second person pronoun "you" to politely ask the user if they would like to continue. In Dutch, the polite form "u" is used. |
| Give your PC a name—any name you want. If you want to change the background color, turn high contrast off in PC settings. | Geef uw pc een gewenste naam. Als u de achtergrondkleur wilt wijzigen, schakelt u hoog contrast uit in de pc-instellingen. | Address the user directly using second person pronoun to take the necessary action. In Dutch, the polite form 'uw' is used.            |

### 2.2.2 Explanatory text and providing support

| US English  | Dutch target  | Explanation   |
|---|---|---|
| The updates are installed, but Windows Setup needs to restart for them to work. After it restarts, we'll keep going from where we left off. | De updates worden geïnstalleerd, maar werken pas nadat Windows opnieuw is gestart. Hierna wordt de installatie van de updates voltooid.       | The language is natural, the way people talk. In this case voice is reassuring, letting the user know that we're doing the work. Use of "we" provides a more personal feel. |
| If you restart now, you and any other people using this PC could lose unsaved work.   | Als u de pc nu opnieuw opstart, kan er niet-opgeslagen werk verloren gaan van uzelf en anderen die deze pc gebruiken.                         | 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.                  | Dit document wordt automatisch naar de juiste bibliotheek en map verplaatst nadat u ongeldige of ontbrekende eigenschappen hebt gecorrigeerd. | 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. | Er is iets fout gegaan. De gedownloadde bestanden die nodig zijn om een opstartbaar USB-flashstation te maken, zijn niet gevonden. | Without complexity and using short sentences inform the user what has happened. |
|--|--|---|

### 2.2.3 Promoting a feature

| US English   | Dutch 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. | Het afbeeldingswachtwoord is een nieuwe manier om uw pc met touchscreen te beveiligen. U kiest de afbeelding (en de gebaren die u hierbij wilt gebruiken) om een wachtwoord te maken dat uniek is voor u. | Promoting a specific feature with the use of em-dash to empha the specific requirements to enable the feature which in this case is picture password. Dutch does not use em-dash. |
| Let apps give you personalized content based on your PC’s location, name, account picture, and other domain info.  | Met apps kan inhoud worden weergegeven die is toegespitst op de locatie van uw pc, op uw naam en accountafbeelding en op andere domeininformatie.   | Promoting the use of apps. Depending on the context of the string we can add some more familiarity to the text by using everyday words for e.g. PC                                |

### 2.2.4 Providing how-to guidelines

| US English   | Dutch target  | Explanation   |
|--|---|---|
| To go back and save your work, click Cancel and finish what you need to. | Klik op Annuleren om eerst alles op te slaan waarmee u bezig was. | Short and clear action using second person pronoun. Dutch uses the polite form 'u'. |
| To confirm your current picture password, just                           | Bekijk de herhaling en volg de voorbeeldgebaren die op uw         | Voice is simple and natural.  |

|   |   |   |
|---|---|---|
| watch the replay and trace the example gestures shown on your picture.                                | afbeelding worden weergegeven als u uw huidige afbeeldingswachtwoord wilt bevestigen.                     | The user isn't overloaded with information; we tell them only what they need to know to make a decision.  |
| It's time to enter the product key. When you connect to the Internet, we'll activate Windows for you. | Voer nu de productcode in. Wanneer uw pc met het internet is verbonden, wordt Windows voor u geactiveerd. | Speak to the user directly and naturally using second person pronoun "you" on clear actions to enter the product key. Dutch uses the polite form "u." |

### 3 Inclusive language

Microsoft technology reaches every part of the globe, so it's critical that all our communications are inclusive and diverse. These guidelines provide examples on how to use inclusive language and avoid habits that may unintentionally lead to marginalization, offense, misrepresentation, or the perpetuation of stereotypes.

#### General guidelines

##### Comply with local language laws.

**Use plain language.** Use straightforward, concrete, and familiar words. Plain and accessible language will help people of all learning levels and abilities. Some examples include using a two-syllable word over a three-syllable word or several clear words instead of one complicated term or concept.

**Be mindful when you refer to various parts of the world.** If you name cities, countries, or regions in examples, make sure they're not politically disputed. In examples that refer to several regions, use equivalent references—for example, don't mix countries with states or continents.

**In text and images, represent diverse perspectives and circumstances.** Depict a variety of people from all walks of life participating fully in activities. Show people in a wide variety of professions, educational settings, locales, and economic settings.

**Don't generalize or stereotype people by region, culture, age, or gender**, not even if the stereotype is positive. For example, when representing job roles, choose names that reflect a variety of gender identities and cultural backgrounds.

**Don't use profane or derogatory terms.**

**Don't use slang that could be considered cultural appropriation.**

**Don't use terms that may carry unconscious racial bias or terms associated with military actions, politics, or controversial historical events and eras.**

| Use this                     | Not this                         | Use this   | Not this                      |
|------------------------------|----------------------------------|--|-------------------------------|
| <b>English examples</b>      |                                  | <b>Dutch examples</b>  |                               |
| primary/subordinate          | master/slave                     | leidinggevende/ondergeschikte                                      | meester/slaaf                 |
| expert                       | guru                             | expert   | goeroe                        |
| meeting                      | pow wow                          | vergadering  | pow wow                       |
| colleagues;<br>everyone; all | guys; ladies<br>and<br>gentlemen | collega's; allemaal  | dames en<br>heren             |
| parent                       | mother or<br>father              | ouder  | moeder of<br>vader            |
| block list / allow list      | black list /<br>white list       | blokkeringslijst / acceptatielijst<br>(Geblokkeerd / Geaccepteerd) | zwarte lijst /<br>witte lijst |

### 3.1 Avoid gender bias

**Use gender-neutral alternatives for common terms.** Avoid the use of compounds containing gender-specific terms.

The table below contains examples of gender-biased words or compounds that should be avoided in Dutch and the alternative that should be used to promote gender-inclusivity.

| Use this                         | Not this                    |
|----------------------------------|-----------------------------|
| gespreksleiding                  | voorzitter, voorzitster     |
| personeel                        | medewerker, medewerkster    |
| salespersoon                     | verkoper, vertegenwoordiger |
| door de mens gemaakt, kunstmatig | door mankracht gemaakt      |

**When presenting generalization, use plural noun forms (for example, *personen*, *studenten*, etc.).**

**Don't use gendered pronouns (*zij*, *hij*, *hem*, *haar*, etc.) in generic references.** Instead:

- Rewrite to use the second or third person (*jij* or *jouw*).
- Rewrite the sentence to have a plural noun and pronoun.
- Use articles instead of a pronoun (for example, *het document* instead of *zijn document*).
- Refer to a person's role (*lezer*, *klant*, or *persoon*, for example).
- Use *persoon*.

| Use this   | Not this  | Use this   | Not this   |
|--|---|--|--|
| <b>English examples</b>  |   | <b>Dutch examples</b>  |  |
| A user with the appropriate rights can set other users' passwords.   | If the user has the appropriate rights, he can set other users' passwords.  | Als de gebruiker de juiste rechten bezit, kan deze de wachtwoorden van andere gebruikers instellen.                                  | Als de gebruiker de juiste rechten bezit, kan hij de wachtwoorden van andere gebruikers instellen.   |
| Developers need access to servers in their development environments, but they don't need access to the servers in Azure. | A developer needs access to servers in his development environment, but he doesn't need access to the servers in Azure. | Een ontwikkelaar heeft toegang tot servers in de ontwikkelingsomgeving nodig, maar heeft geen toegang nodig tot de servers in Azure. | Een ontwikkelaar heeft toegang tot servers in zijn ontwikkelingsomgeving nodig, maar hij heeft geen toegang nodig tot de servers in Azure. |

|   |   |   |  |
|---|---|---|--|
| When the author opens the document ....   | When the author opens her document ....   | Als de auteur het document opent...   | Als de auteur haar document opent...   |
| To call someone, select the person's name, select Make a phone call, and then choose the number you'd like to dial. | To call someone, select his name, select Make a phone call, and then select his number. | Selecteer de naam van de persoon om deze te bellen, selecteer Een telefonische oproep doen, en vervolgens het nummer dat u wilt kiezen. | Selecteer de naam van deze persoon om hem te bellen, selecteer Een telefonische oproep doen, en vervolgens het nummer dat u wilt kiezen. |

In Dutch, if you can't write around the problem, it's OK to use a plural pronoun (*deze*) in generic references to a single person. Don't use constructions like *hij/zij* and *hem/haar*.

When you're writing about a real person, use the pronouns that the person prefers, whether it's *hij*, *zij*, or another pronoun. It's OK to use gendered pronouns (like *hij*, *zij*, *zijn*, and *haar*) when you're writing about real people who use those pronouns themselves.

Please take note of the fact 'they/them' in source content often is used as a gender-neutral 3<sup>rd</sup> person singular form. Please check if this is the case, and do not translate as a 3<sup>rd</sup> person plural ('*zij*') in the translated content, then. Rewrite to a fitting target.

**Note:** Gender-neutral language should be used in new products and content going forward, but it's acceptable that we don't update all existing or legacy material.

## 3.2 Accessibility

Microsoft devices and services empower everyone, including people with disabilities, to do the activities they value most.

**Focus on people, not disabilities.** Don't use words that imply pity, such as *getroffen door* or *leidend aan*. The preferred option is not to mention a disability unless it's relevant.

| Use this                    | Not this                      | Use this                  | Not this                        |
|-----------------------------|-------------------------------|---------------------------|---------------------------------|
| <b>English examples</b>     |                               | <b>Dutch examples</b>     |                                 |
| person with a disability    | handicapped                   | persoon met een beperking | gehandicapt, gehandicapte       |
| person without a disability | normal person; healthy person | persoon zonder beperking  | normaal persoon; gezond persoon |

**Use generic verbs that apply to all input methods and devices.** In procedures and instructions, avoid verbs that don't make sense with alternative input methods used for accessibility.

| Use this                | Not this | Use this              | Not this        |
|-------------------------|----------|-----------------------|-----------------|
| <b>English examples</b> |          | <b>Dutch examples</b> |                 |
| Select                  | Click    | Selecteren, kiezen    | Klikken, tikken |

**Keep paragraphs short and sentence structure simple**—aim for one verb per sentence. Read text aloud and imagine it spoken by a screen reader.

**Spell out words like *en*, *and* *plus*.** Screen readers can misread text that uses special characters like the ampersand (&) and plus sign (+).

## 4 Language-specific standards

This part of the style guide contains information and guidelines specific to Dutch.

### 4.1 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.



#### 4.1.1 Abbreviations

### **Common Abbreviations**

You might need to abbreviate some words in the UI (mainly buttons or options names) due to lack of space, but the general rule for Dutch is not to use abbreviations. For example, expressions such as "met betrekking tot" and "ten aanzien van" must be written in full instead of being abbreviated to, respectively, "m.b.t." and "t.a.v."

#### 4.1.2 Acronyms

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

Although we use the term "acronyms" in this section, since the Spellingactualisering 2005, we are now required to think of them as "letterwoorden" and "initiaalwoorden." A letterwoord is a word that is formed by the first letters of a name or any other word group, which is read as a word. (eg: havo, SLIP and RAS). An initiaalwoord is a word that is formed by the first letters of a name or any other word group, but which is read as a series of letters (eg: pc, dvd).

The most important rule is that we write an initiaalwoord or a letterwoord without any periods. We follow the capitalization of the abbreviated words. If an organisation uses a notation that deviates from this rule, we follow their notation. In software, this usually applies to names of products and standards.

#### ***Initiaalwoorden:***

pc (personal computer)  
btw (belasting toegevoegde waarde)  
NS (Nederlandse Spoorwegen)

#### ***Letterwoorden:***

pin (persoonlijk identificatienummer)  
BuZa (Buitenlandse Zaken)

BUT: RAM

The second important rule applies to compounds and derivatives. For letterwoorden without capitals (and as letterwoorden or initiaalwoorden become more accepted, the

capitalization disappears) , the hyphen or apostrophe disappears when it is included in the compound or derivative. For letterwoorden that do have capitals, and/or initialwoorden, the rule is that the capital and apostrophe are retained.

Examples:

|              |                |                |
|--------------|----------------|----------------|
| aidsvirus    | pincode        | latrelatie     |
| havoleerling | vipbehandeling | btw-tarief     |
| pc-gebruiker | AOW'er         | tv-kijker      |
| API-sleutel  | RAM-geheugen   | RAS-verbinding |

When an acronym makes its first appearance in the text, we recommend spelling it out. Put the full term between brackets, immediately after the acronym. After this initial clarification, the acronym can be used without the full term. In software messages, the acronym must always be followed by the full form between brackets, because in software, there is no such thing as a "first appearance."

Example:

*CRC (Cyclic Redundancy Check) is een procedure die wordt gebruikt bij het controleren op fouten tijdens gegevensoverdracht. CRC-foutcontrole maakt gebruik van complexe berekeningen...*

If the acronym refers to a term that is not normally translated into Dutch, then only give the full English term. If the term that the acronym refers to does have a generally accepted translation, use the acronym followed by the Dutch term. In both cases, use only the acronym once the term has been clarified.

Examples:

|                                      |
|--------------------------------------|
| DTP (Desktoppublishing)              |
| SLIP (Serial Line Internet Protocol) |
| OLE (objecten koppelen en insluiten) |

## Compounds with acronyms

For the usage of a hyphen in compounds including acronyms, the rules for initialwoorden and letterwoorden apply that were described above.

Examples:

|                |
|----------------|
| RAM-geheugen   |
| LAN-verbinding |
| GUI-terminen   |

## No explanation

Acronyms that require no explanation include:

|      |       |        |
|------|-------|--------|
| HDMI | USB   | GUI    |
| pc   | ASCII | ANSI   |
| API  | VGA   | PCI    |
| RAM  | UNIX  | TCP/IP |

## Localized acronyms

Very few acronyms are localized in Dutch. Most of these are names of organizations or countries. If the name of a country or organization that consists of multiple words is localized, then so is the acronym for it.

Example:

| en-US source | Dutch target |
|--------------|--------------|
| UK           | VK           |
| UN           | VN           |
| WWF          | WNF          |

### 4.1.3 Adjectives

In Dutch, adjectives should be handled in the following manner.

Where possible, English compound adjectives should not be translated literally, but described instead.

| en-US source        | Dutch target                     |
|---------------------|----------------------------------|
| copy-protected disk | tegen kopiëren beveiligde schijf |
| cloud-based         | op de cloud gebaseerde           |
| user-initiated      | geïnitieerd door de gebruiker    |
| web-based           | op het web gebaseerde            |

This rule only applies to compound adjectives.

Limit the number of adjectives in a sentence to avoid "breathless" style.

#### **Niet-**

Compounds with adjectives that start with "non-" in English get a hyphen behind the word "niet" in Dutch.

| en-US source            | Dutch target            |
|-------------------------|-------------------------|
| non-contiguous          | niet-aaneengesloten     |
| non-Windows application | niet-Windows-toepassing |
| non-Microsoft           | niet-Microsoft          |

#### **Possessive adjectives**

The frequent use of possessives is a feature of English language. In Dutch, possessive adjectives are handled about the same. However, in Microsoft translations, the use of the second person possessive, as in "uw computer," is to be avoided.

#### 4.1.4 Articles

### General considerations

Do not use articles with product names. This means writing "*Toolbar nu installeren*" and not "*De Toolbar nu installeren*." There is one **exception**. When an adjective is used, an article is required: "De verbeterde Microsoft Teams."

### Unlocalized feature names

Microsoft product names and non-translated feature names are used without definite or indefinite articles in the English language. We treat them the same way in Dutch.

Example:

SharePoint is een uitgebreide oplossing voor het beheer van e-mail, taken en contactpersonen.

### Localized feature names

Translated feature names are handled in this way:

To indicate that it is a feature, capitalize the first letter and do not use the article.

Example:

Ga naar Bureau-accessoires en start Rekenmachine.

### Articles for English borrowed terms

When faced with an English loan word previously used in Microsoft products, consider the following options:

- Motivation: Does the English word have any formally motivated features that would allow a straightforward integration into the noun class system of the Dutch language?
- Analogy: Is there an equivalent Dutch term whose article could be used?
- Frequency: Is the term used in other technical documentation? If so, what article is used most often?

The internet may be a helpful reference here.

Please always consult [Microsoft Terminology - Globalization | Microsoft Learn](#) to confirm the use of a new loan word and its proper article to avoid inconsistencies.

### Use of article with "internet"

In Dutch, the use of the article "het" preceding "internet" is optional (see <https://taaladvies.net/op-internet-of-op-het-internet/>).

In Microsoft products, it is recommended to use "het internet."

| en-US source            | Dutch target                      |
|-------------------------|-----------------------------------|
| Connect to the Internet | Verbinding maken met het internet |

#### 4.1.5 Capitalization

Product names follow the source capitalization. In sentences and headings, only use uppercase at the beginning of the sentence:

Correct: Download de mobiele Teams-app  
Incorrect: Download de Mobiele Teams-App

Always use uppercase in the following cases:

- At the beginning of each module descriptor title: "Start | Geavanceerd zoeken | Mijn voorkeuren | Site aanmelden | Help";
- For each descriptor of a graphic for functional element ("Klik op de knop Zoeken," "Klik op het tabblad Opties");
- When referring to UI elements: "Kies een provincie uit de lijst en klik op Zoeken.";
- When referring to keys (T, Shift, Alt), key combinations should be rewritten using the plus sign (+): "Ctrl+C";
- Also remember that the first word following a colon should not be written with a capital in Dutch, unless there is more than one sentence after the colon. In that case, the first word should be written with a capital. For more information, see the topic "Colon and bulleted lists" in the "Punctuation" section further on in this guide.

Please also use accents on uppercase letters to avoid pronunciation problems: "TWEE KOPIEËN, GEÏNTEGREERD, GEÏNITIALISEERD, GEÛPLOAD, BELGIË." Use lowercase in months and days: "januari, februari, etc.," "maandag, dinsdag, etc."

#### 4.1.6 Compounds

The parts of a compound noun in English are often separated by a space or hyphen. In Dutch, however, we usually write compounds as a single word.

| en-US source    | Dutch target   |
|-----------------|----------------|
| text object     | tekstobject    |
| pie chart       | cirkeldiagram  |
| laptop computer | laptopcomputer |

Generally, compounds should be understandable and clear to the user. Overly long or complex compounds should be avoided. Keep in mind that unintuitive compounds are ultimately an intelligibility and usability issue.

#### Compounds with proper names, brand or product names

According to the Groene boekje, compounds with brand names are concatenated without hyphens, just as is the case with compounds with proper names (e.g. "Philipslamp" and "Esso-tankstation" ). This also applies to the final part of a multi-part compound. The capitalization is retained in the compound. **However, to improve readability and the word picture, we do use the hyphen in Microsoft texts.** See also the Schrijfwijzer (2020 edition). Onze Taal also mentions this option as a clearer alternative. For example, the Groene boekje recommends "Albert Heijnfiliaal" but allows "Albert Heijn-filiaal" as a clearer alternative. An additional reason for our preference is that the version with the hyphen indicates much more clearly that the first two parts belong together (for example, both "Volkswagen Golfrijder" and "Volkswagen Golf-rijder" are allowed, but the second option shows more clearly that the final word is not really a compound in its own right, but that the first part goes with the preceding word).

Compounds with a word group that ends with a symbol, letter or digit get a hyphen (e.g. in version indicators).

Examples:

|                                     |                      |
|-------------------------------------|----------------------|
| Een Microsoft Windows-hulpprogramma | een Esso-tankstation |
| Een Microsoft-product               | een Philips-lamp     |

|   |                   |
|---|-------------------|
| Middellandse Zee-gebied                 | i9-processor      |
| Een Microsoft PowerPoint Viewer-bestand | Microsoft 365-app |
| Koningin Beatrix-estafette              |                   |

#### 4.1.7 Conjunctions

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

If the Dutch Microsoft voice can be conveyed through the use of conjunctions, then this section is applicable. The Dutch Microsoft voice can to some extent be conveyed through similar use of conjunctions or by leaving the conjunctions out, see the examples below.

| en-US source text  | Dutch old use of conjunctions  | Dutch new use of conjunctions   |
|--|--|---|
| As <product> gains features, there is a risk that older content may not display correctly. | Omdat <product> over steeds meer functies beschikt, bestaat het gevaar dat inhoud van oudere datum niet meer op de juiste wijze wordt weergegeven. | <i>Maar door deze nieuwe functies wordt oudere inhoud vaak niet meer juist weergegeven.</i> |
|  | Als er kans op oververhitting bestaat, moet u direct contact opnemen met de systeembeheerder.  | <i>Bel direct de systeembeheerder als de pc te warm wordt.</i>                              |
|  | Het is ons streven om alles duidelijk uit te leggen.   | <i>We proberen alles zo duidelijk mogelijk uit te leggen.</i>                               |

#### Constructions with "om"

Sentences can only start with "om" if "om" indicates a purpose and starts a non-finite clause.

(-) Om steeds die om-ellende te moeten beredeneren, lijkt me geen pretje.



(+) Om een koppeling te maken met een diagram kunt u verschillende procedures volgen.

There is nothing wrong with using "om", but Microsoft prefers constructions without "om". See the following example:

|                |   |
|----------------|---|
| <b>English</b> | If you want to create a link to a diagram, you can follow several different procedures. |
| <b>Dutch</b>   | U kunt verschillende procedures volgen om een koppeling te maken met een grafiek.       |
| <b>Dutch</b>   | Als u een koppeling met een grafiek wilt maken, kunt u verschillende procedures volgen. |

In software messages the use of the om-construction is allowed. Constructions without "om" are also preferred here. Also prevent the use of "om" at the beginning of a sentence.

|                |  |
|----------------|--|
| <b>English</b> | The current application will be terminated. Press any key to terminate the application.                              |
| <b>Dutch</b>   | (-) De actieve toepassing moet worden afgesloten. Om de toepassing af te sluiten druk op een willekeurige toets.     |
| <b>Dutch</b>   | (-) De actieve toepassing moet worden afgesloten. Om de toepassing af te sluiten, drukt u op een willekeurige toets. |
| <b>Dutch</b>   | (+) De actieve toepassing moet worden afgesloten. Druk op een willekeurige toets om de toepassing af te sluiten.     |
| <b>Dutch</b>   | (+) De actieve toepassing moet worden afgesloten. Sluit de toepassing door op een willekeurige toets te drukken.     |

See the Schrijfwijzer for more information.

#### 4.1.8 Gender

Although gender does not play as important a role in Dutch as in many other languages, please observe the rules governing the use of relative and possessive pronouns referring to feminine, masculine, and neutral nouns. For more details, see Schrijfwijzer (2012 edition), section 7.3.4. (pp. 298-302).

**Note:** For information regarding gender neutrality on Microsoft products, see [Avoid gender bias](#).

#### 4.1.9 Genitive

Attaching a genitive "s" to (trademarked) product names is not feasible, as it could be interpreted as a modification of such names.

#### 4.1.10 Localizing colloquialism, idioms, and metaphors

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

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

- Do not attempt to replace the source colloquialism with a Dutch colloquialism that fits the same meaning of the particular context unless it is a perfect and natural fit for that context. Also keep in mind that a local colloquialism appropriate for one country may not be appropriate for another country.
- Translate the *intended meaning* of the colloquialism in the source text (as opposed to literally translating 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.

#### 4.1.11 Nouns

##### **General considerations**

The parts of a compound noun in English are often separated by a space or hyphen. In Dutch, however, we usually write compounds as a single word.

| en-US source    | Dutch target    |
|-----------------|-----------------|
| text object     | tekstobject     |
| pie chart       | cirkeldiagram   |
| laptop computer | laptopcomputer  |
| Live event      | Livegebeurtenis |

The use of a compound is not always the best solution. Dutch offers the possibility to clarify the relationship between the different components of a compound by using prepositions. In the following example, the Dutch translation is clearer than the English compound.

| en-US source                | Dutch target                      |
|-----------------------------|-----------------------------------|
| driver information database | database met stuurprogrammegevens |

However, there are also many cases in which using compounds is preferred over using prepositions. Excessive use of prepositions can make sentences unnecessarily long and difficult to read. Consider the following examples:

|                |   |
|----------------|---|
| <b>English</b> | The file name may be misspelled, or the file name extension was omitted. Enter a different file name.                           |
| <b>Dutch</b>   | De naam van het bestand is verkeerd gespeld of de extensie van het bestand ontbreekt. Geef een andere naam voor het bestand op. |
| <b>Dutch</b>   | De bestandsnaam is verkeerd gespeld of de bestandsextensie ontbreekt. Geef een andere bestandsnaam op.                          |

|                |   |
|----------------|---|
| <b>English</b> | Find a solution provider and download their cache/proxy plug-in.                    |
| <b>Dutch</b>   | Zoek een provider van oplossingen en download de invoegtoepassing voor cache/proxy. |
| <b>Dutch</b>   | Zoek een oplossingsprovider en download de cache-/proxy-invoegtoepassing.           |

## Compounds with Dutch and English components

Compound nouns with Dutch and English components cause us problems because the English components are often not included in the Groene boekje (unless they are well-accepted English-language terms). This may lead to different spellings for certain compounds, making it hard to ensure consistency between software, documentation and Help. Therefore, use the following guidelines:

- Always try to find a translation first.
- Only leave a term in English if there are no other options. A consistent, correct spelling is easier to ensure with compounds without English components.

A compound of English words that is accepted in Dutch is written as a single word. This also applies to *three-part* compounds with two or three English components. In case of a *vowel clash*, or if one of the components is an *acronym, single letter, digit or symbol*, we use a hyphen.

|                       |                        |               |
|-----------------------|------------------------|---------------|
| online                | accountmanager         | businessclass |
| download              | sciencefiction         | voicemail     |
| demi-john             | e-mail                 | pay-tv        |
| publicrelationsschool | humanresourcesafdeling | lowbudgetfilm |
| onlinebestand         | offlinewerkmap         | online-Help   |

The following are separated by spaces, because they are considered word groups instead of compounds:

|             |                  |
|-------------|------------------|
| low budget  | (was lowbudget)  |
| slow motion | (was slowmotion) |

**Note:** compounds using online/offline and a verb are spelled as two words. Compounds with a noun are spelled as one word.

|                   |                  |
|-------------------|------------------|
| offline gebruiken | online bankieren |
| offlinebestand    | online-Help      |

## Hyphens in compounds

In the following situations, among others, compounds are spelled with a hyphen:

- In compounds of English words that are accepted in Dutch, but in which a vowel clash occurs or in which one of the components is an acronym, individual letter, digit or symbol (as mentioned above).
- To improve readability, an optional hyphen can be used between the components (bodyart and also body-art, knowhowovereenkomst and also knowhow-overeenkomst). This also applies to many compounds that only contain Dutch parts, such as valk-uil.
- If the final letter of one component and the first letter of the next can spell a diphthong. See the topic **Vowel clash** below.
- Certain combinations that are treated as compounds, such as combinations with equally important parts (singer-songwriter), compounds that also have a hyphen in English (up-to-date), combinations of which the left part is no or non (non-profit, no-nonsensepolitiek), combinations whose right part is an English prepositional adverb (lay-out, back-upbestand, stand-by, all-invakantie).

|                 |                  |
|-----------------|------------------|
| contrastrijker  | contrast-rijker  |
| zwart/wit-dia   | zwart-witdia     |
| identiteitschip | identiteits-chip |

### Vowel clash

When the following vowel combinations appear between two words in a compound, a hyphen must be used: a-a, a-e, a-i, a-u, e-e, e-i, e-u, i-e, o-e, o-i, o-o, o-u, u-i en u-u.

When the following vowel combinations occur between two words in a compound, it is not necessary to use a hyphen:

ao, ea, eo, ia, io, iu, oa, ua, ue, uo, aj, ej, oj, uj, iji (ij + i), ay, ya, ey, ye, iy, yi, oy, yo, uy en yu.

The combinations i + j, e + ij, e + ui and i + i result in a vowel clash in a compound (gummi-jas), but not in a single-part word or a derivative (beijveren).

|                  |                |        |
|------------------|----------------|--------|
| gala-avond       | gummi-jas      | poëzie |
| cameraopstelling | koffieautomaat | ruïne  |

|               |                  |                 |
|---------------|------------------|-----------------|
| bureau-inhoud | cadeauabonnement | onderzeeër      |
| maximumprijs  | geuit            | college-uitstap |
| minimumprijs  | beijveren        | vanille-ijs     |

### **Linker/rechter, maximum/minimum**

The use of "linker" and "rechter" before a noun often causes problems. Within Microsoft, we concatenate "linker" and "rechter" to the appropriate noun for consistency.

"Maximum" and "minimum" are nouns and should always be concatenated to the words that follow them within a compound, if they mean maximal and minimal. "Maximum" and "minimum" cannot be used as adjectives.

|                   |              |
|-------------------|--------------|
| rechtermarge      | maximumprijs |
| rechtermuisknop   | minimumprijs |
| linkerbenedenhoek |              |

But:

Het maximum aantal deelnemers  
(vanwege het zelfstandig naamwoord achter "maximum aantal")

### **Standaard**

If 'standaard' is used adjectivally and is tightly linked to the noun that follows it, we usually concatenate the two.

standaardbrief  
standaardmap  
standaardgeheugenconfiguratie

### **Audio/video**

Unlike in English, audio and video cannot be used as individual nouns, but only as prefixes to other nouns.

|                         |                    |
|-------------------------|--------------------|
| audio instellen         | audio-instellingen |
| instellingen voor video | video-instellingen |

Naturally, the same rule applies to audioweergave, videoweergave. You may also use beeldweergave, geluidswaergave etc instead.

## Help

Compounds that start with the word 'Help', referring to the online documentation, use a hyphen to indicate that the word has that specific meaning.

|              |                |
|--------------|----------------|
| Help-tekst   | Help-onderwerp |
| Help-venster | Help-index     |

## Acronyms and numbers

If a compound noun contains an acronym or a number, both parts are separated by a hyphen.

|            |         |
|------------|---------|
| HDMI-poort | 64-bits |
|------------|---------|

This does not apply to compounds with word groups. If the first part of the word group is a cardinal number, then we concatenate it in the three-part compound. But if the cardinal number is written with digits, we use a space.

|                   |                  |
|-------------------|------------------|
| vijfsterrenhotel  | 64 bitsprocessor |
| vijftigeurobiljet | 50 eurobiljet    |
| eenaprilgrap      | 1 aprilgrap      |

In compounds with numbers, shortened units and a noun, the number and the unit are concatenated and a hyphen is added between the unit and the noun.

|                |                  |
|----------------|------------------|
| 5GHz-processor | 30km-zone        |
| 35mm-dia       | 230V-aansluiting |

### **Concatenations involving prepositions**

Please note the spelling of concatenations involving prepositions, as in the following example

|                         |
|-------------------------|
| Boven aan de pagina     |
| Ons team staat bovenaan |

Consult the Schrijfwijzer for general rules on word formation.

### **Plural formation**

Consult the Woordenlijst Nederlandse taal for information on plural formations. If two plural forms are possible for a word, e.g. "typen" and "types," the plural ending with "en" must be used.

**Note:** use "datums" for the plural of "datum."

#### 4.1.12 Numbers

This topic includes guidelines when to use numerals (symbol that represents a number. e.g. 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.

### **Cardinals**

- Write cardinal numbers as digits when they refer to numbered pages, chapters, figures etcetera.

Example: chapter 9 page 3 figure 1

- Use digits to refer to numbers that are displayed as digits on screen.

Example: document 2 line 8 column 30



- Use digits to refer to units of measurement and time, percentages, street numbers etcetera, except in sentences where the unit is stated in full.

Example: 3,5 inch 360 kB van 16:00 tot 18:30 uur 12% **BUT**: Van Amsterdam naar Parijs is vierhonderdvijftig kilometer.

In all other cases, refer to the Schrijfwijzer.

#### 4.1.13 Prepositions

Be aware of proper preposition use in translations. Many translators, influenced by the English language, omit them or change the word order.

For interface terminology, the use of prepositions can sometimes cause problems. For that reason, the prepositions have been standardized for a number of phrases, so that everyone uses the same prepositions. For the following common phrases, the following prepositions must be used:

|   |
|---|
| Kies de opdracht Plakken in het menu Bewerken |
| Klik op de knop Plakken op de werkbalk        |
| Klik op de knop Ovaal in de werkset           |
| Plaats de tekst op het Klembord               |
| Verwijder de vermelding uit de lijst          |
| Plaats de tekst in de lijst                   |

For the Microsoft voice, use of prepositions is another way to help convey a casual or conversational tone. Starting or ending a sentence with a preposition is acceptable practice in conveying Microsoft voice.

#### 4.1.14 Punctuation

##### **Comma**

Use a comma in situations where a sentence would otherwise be too long or complicated, or where omission of the comma could cause confusion. Do not use the

comma to separate two sentences. Consult the Schrijfwijzer for more information on how the comma is used in Dutch.

## Colon and bulleted lists

Use colons to introduce lists and at the end of a sentence that introduces a procedure.

In dit hoofdstuk wordt beschreven hoe u:

- Voetnoten in een document kunt plaatsen.
- Opmerkingen in een document kunt opnemen.

Het hele document selecteren:

1. Druk op Ctrl+Home.
2. Druk op Ctrl+Shift+End.

If the colon is followed immediately by more text, the first word after the colon does not get a capital, if the item following the colon is a single sentence.

Opmerking: met behulp van de liniaal kunt u de marges instellen in verschillende secties van het document.

Er zijn drie typen velden: naamvelden, adresvelden en plaatsnaamvelden.

If the colon is followed by more than one sentence, the first word after the colon is capitalized.

Scenario: u bent de accountmanager van The Garden Company en u wilt een brief bekijken en afdrukken. De brief dient als antwoord op een verzoek om informatie over een project dat u tijdens een wetenschapsmarkt wilt uitvoeren.

## Dashes and hyphens

Three different dash characters are used in Dutch:

- the normal hyphen;
- the non-breaking hyphen;
- the N-dash (ANSI code 0150).

## Normal hyphen

The hyphen is used to connect the components of a compound term.

bestand met het kenmerk Alleen-lezen  
PowerPoint-presentatie  
client-serververificatie

It is also used as an ellipsis marker for a component that has been omitted. It cannot be used for ellipsis of a whole word.

hoofd- en kleine letters  
vaste en verwisselbare schijven  
hard- en software  
computerverkopers en -gebruikers

Consult the Schrijfwijzer for more information.

In software, hyphenation is only allowed in situations where the space is limited or the lay-out requires it. Generally, hyphenation should be avoided.

The hyphen is also used as the minus sign.

## Non-breaking hyphen

In all cases where a word or word combination cannot be broken down in the location of the hyphen, (e.g. pages 12-14, 30-40 °C etcetera), a non-breaking hyphen should be used. Use the key combination Ctrl+Shift+HYPHEN (-) to insert this hyphen into the text.

## En dash and em dash

Do not use the En or Em-dash. Any En or Em dashes that appear in English text must be replaced by commas or brackets.

## Ellipses (suspension points)

Avoid the use of dots to mark ellipses/suspension points, except in captions consisting of multiple parts, and in truncations.

Example:

|   |
|---|
| De cellen die u op deze manier hebt geselecteerd, ...<br>... kunnen eindelijk worden gekopieerd |
|---|

Keep in mind the following when using ellipses/suspension points:

- **The English "ing" form...**

English status messages using the present participle ("ing" form) often result in truncations at runtime, in which the most important part of the message is invisible to the user. This has to do with the limited amount of space available to the user. Often the translator does not know how much space is available. Usually, there is hardly any more character space available for Dutch than for English. Therefore, we prefer translations that are not much longer, or even shorter, than the English. In that case, suspension points can indicate that something will take a certain amount of time.

Note: when suspension points are used in English, they must be used in Dutch as well.

|                |   |
|----------------|---|
| <b>English</b> | Uninstalling software...  |
| <b>Dutch</b>   | (-) bezig met het ongedaan maken van de installatie van de software |
| <b>Dutch</b>   | (-) De software wordt verwijderd                                    |
| <b>Dutch</b>   | (-) De software wordt verwijderd...                                 |
| <b>Dutch</b>   | (+) Software verwijderen...   |

|                |                                       |
|----------------|---------------------------------------|
| <b>English</b> | Searching for updates                 |
| <b>Dutch</b>   | (-) bezig met het zoeken naar updates |
| <b>Dutch</b>   | (-) Er wordt gezocht naar updates.    |

|              |                       |
|--------------|-----------------------|
| <b>Dutch</b> | (+) Updates zoeken... |
|--------------|-----------------------|

|                |   |
|----------------|---|
| <b>English</b> | Deleting temporary files                                  |
| <b>Dutch</b>   | (-) bezig met het verwijderen van de tijdelijke bestanden |
| <b>Dutch</b>   | (-) De tijdelijke bestanden worden verwijderd.            |
| <b>Dutch</b>   | (+) Tijdelijke bestanden verwijderen...                   |

- **Please wait (while)**

The same applies to constructions with "Please wait" and "Please wait while." These are often translated with "Een ogenblik geduld terwijl..." Depending on the speed of the computer and the length of the text, the user may not see the final part of the text. Therefore, it is recommended to split the Dutch translation into two parts, with the most important information in the first sentence.

|                |  |
|----------------|--|
| <b>English</b> | Please wait while Windows copies the files to disk.                        |
| <b>Dutch</b>   | (-) Een ogenblik geduld terwijl Windows de bestanden naar schijf kopieert. |
| <b>Dutch</b>   | (+) De bestanden worden naar schijf gekopieerd. Een ogenblik geduld...     |

## Period

A period between an abbreviation that is at the end of a sentence, is also the period that finishes the sentence and should not be followed by another period.

- **Numbered lists**

In American Numbered lists, the digit is not followed by a period. In Dutch, we put a period behind the digit.

| English | Dutch  |
|---------|--------|
| 1 abc   | 1. abc |
| 2 def   | 2. def |

|          |        |
|----------|--------|
| 3 ghi... | 3. ghi |
|----------|--------|

- **Acronyms**

Acronyms and units of measurement are not spelled with periods.

|       |     |
|-------|-----|
| kB    | mm  |
| ASCII | sec |

- **Separator**

The period is used as a separator in the following situations:

- Thousands (but not in years, postal codes, phone numbers etcetera):

|           |
|-----------|
| 1.000.000 |
|-----------|

- Version numbers:

|                 |
|-----------------|
| PowerPoint 11.0 |
|-----------------|

- File names:

|              |
|--------------|
| Autoexec.bat |
|--------------|

## **Quotation marks**

In US source strings, you may find software references surrounded by English quotation marks. Unlike in the English source texts, we use single quotation marks to mark names of chapters, sections and appendixes of manuals.

If the use of single quotation marks affects the functionality, use double quotation marks.

|                                       |
|---------------------------------------|
| See chapter 10, "Search and Replace." |
|---------------------------------------|

In English, file names and other variables are often placed between quotation marks. In Dutch, we omit these.

| en-US source                                    | Dutch target                                  |
|---|---|
| Do you want to save the changes in "Sales.xls"? | Wilt u de wijzigingen in Verkoop.xls opslaan? |

## Parentheses

In Dutch, there is no space between the parentheses and the text inside them. Parentheses can be used to add a comment or a clarification to body text.

Example:

Er wordt een sterretje (\*) naast de documentnaam geplaatst. Hiermee wordt aangegeven dat deze documentnaam is geselecteerd.

Vul de gewenste gegevens (getallen) op de stippellijn in.

Also use parentheses when you add the full form of an acronym.

Example:

XML (Extended Markup Language)

### 4.1.15 Sentence fragments

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

| en-US long form          | en-US sentence fragment |
|--------------------------|-------------------------|
| Use the following steps. | Here's how              |

The Microsoft voice can be conveyed to some extent through the use of sentence fragments in Dutch too, but avoid using too popular phrases just for their own sake.

| en-US source text        | Dutch long form   | Dutch sentence fragment                          |
|--------------------------|---|--|
| Use the following steps. | Gaat u als volgt te werk:   | <i>Doe het volgende:</i>                         |
|                          | Achter elke zin hoort een punt te staan.                                | <i>Achter elke zin hoort een punt.</i>           |
|                          | De weergave van deze film is erg goed.                                  | <i>Deze film ziet er goed uit.</i>               |
|                          | Dit document wordt niet voor publieke kennisgeving beschikbaar gesteld. | <i>Dit document wordt niet openbaar gemaakt.</i> |

#### 4.1.16 Split infinitive

Avoid splitting the infinitives of compound verbs or verbs that include a preposition. This applies regardless of whether the infinitives can be split according to the grammar rules.

Example:

(-) Klik op Opslaan als u dit bestand op wilt slaan  
 (+) Klik op Opslaan als u dit bestand wilt opslaan

#### 4.1.17 Symbols & nonbreaking spaces

Microsoft products often use special characters, either on-screen, in descriptive text or in key combinations.

In English, most special characters have a name (ampersand, dollar sign, etc). This is not always the case in Dutch and sometimes we use a description instead. The following list contains the most used special characters and their American and Dutch names.

| Character | English           | Dutch                  |
|-----------|-------------------|------------------------|
| ´         | Accent acute      | Accent aigu (´)        |
| ^         | Accent circumflex | Accent circonflexe (^) |



|     |                   |                           |
|-----|-------------------|---------------------------|
| `   | Accent grave      | Accent grave (`)          |
| &   | Ampersand         | &-teken                   |
| <>  | Angle brackets    | Punthaken (<>)            |
| '   | Apostrophe        | Apostrof (')              |
| *   | Asterisk          | Sterretje (*)             |
| @   | At sign           | Apenstaartje (@); @-teken |
| \   | Backslash         | Backslash (\)             |
| { } | Braces            | Accolades ({ })           |
| [ ] | Brackets          | Vierkante haken ([ ])     |
| ^   | Caret             | Caret-teken (^)           |
| « » | Chevrons          | Dubbele punthaken (« »)   |
| »   | Closing chevron   | Teken »                   |
| ©   | Copyright symbol  | Copyrightsymbool (©)      |
| -   | Dash              | Koppelstreepje (-)        |
| °   | Degree symbol     | Gradenteken (°)           |
| \$  | Dollar sign       | Dollarteken (\$)          |
| ... | Ellipsis          | Weglatingsteken (...)     |
| —   | Em dash           | Em-streepje (—)           |
| -   | En dash           | En-streepje (-)           |
| =   | Equal sign        | Gelijktteken (=)          |
| !   | Exclamation point | Uitroepteken (!)          |
| >   | Greater-than sign | Groter-dan-teken (>)      |
| -   | Hyphen            | Afbreekstreepje (-)       |

|    |                             |                             |
|----|-----------------------------|-----------------------------|
| "  | Inch mark                   | Dubbel aanhalingsteken ("") |
| <  | Less-than sign              | Kleiner-dan-teken (<)       |
| -  | Minus sign                  | Minteken (-)                |
| #  | Number sign                 | Hekje (#)                   |
| «  | Opening chevron             | Teken «                     |
| ¶  | Paragraph mark              | Alineateken (¶)             |
| () | Parenthesis                 | Ronde haken ( )             |
| %  | Percent sign                | Procentteken (%)            |
|    | Pipe                        | Sluisteken ( )              |
| +  | Plus sign                   | Plusteken (+)               |
| ±  | Plus-or-minus sign          | Plusminusteken (±)          |
| ?  | Question mark               | Vraagteken (?)              |
| ®  | Registered trademark symbol | Registratieteken (®)        |
| §  | Section symbol              | Paragraafteken (§)          |
| /  | Slash                       | Slash (/)                   |
| ~  | Tilde                       | Tilde (~)                   |
| _  | Underscore                  | Onderstrepingsteken (_)     |

Non-breaking spaces (&nbsp;) should only be used if they are also present in the US source. Otherwise, it is recommended to use a blank space as non-breaking spaces can cause functionality issues.

### **Ampersand (&)**

Always translate "&" as "en" when it refers to running text. Do not keep "&" in the target, unless it is part of a tag, placeholder, shortcut or other type of code.

#### 4.1.18 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, like we use in this guide. Avoid future tense unless you are 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.

| en-US old use of verb tense  | en-US new use of verb tense   |
|--|---|
| After you are finished installing the tool, the icon will appear on your desktop. ["are finished" is in present perfect tense] | After you finish installing the tool, the icon appears on your desktop. ["finish" is in simple present tense] |

The Dutch Microsoft voice can be conveyed similarly through the use of verb tense, but this has already been a guideline for translation into Dutch. In general, try to use the simple present tense (onvoltooid tegenwoordige tijd) or the simple past tense (onvoltooid verleden tijd).

Examples:

| en-US source text  | Dutch incorrect use of verb tense   | Dutch correct use of verb tense  |
|--|---|--|
| After you are finished installing the tool, the icon will appear on your desktop. ["are finished" is in present perfect tense] | Nadat u de installatie van het hulpprogramma hebt beëindigd, zal het pictogram worden weergegeven op het bureaublad.  | Nadat u het hulpprogramma hebt geïnstalleerd, wordt het pictogram op het bureaublad weergegeven.   |
|  | Als u een verouderde versie van dit programma had gebruikt, zou het mogelijk zijn dat de nieuwe functies niet werken. | Als u een verouderde versie van het hulpprogramma gebruikt, werken nieuwe functies misschien niet. |
|  | Over twee eeuwen, zal dit nog steeds werken.  | Dit werkt over twee eeuwen nog steeds.   |

## Order of finite verb and past participle

In written texts, the finite verb should be placed before the past participle.

(-) Nadat u de software geïnstalleerd hebt, dient u deze te configureren.

(+) Nadat u de software hebt geïnstalleerd, dient u deze te configureren.

However, this only applies if the past participle is treated as a verb (indicating an action), and not as an adjective (indicating a state). For adjectival uses, the preferred order described above is incorrect. Compare the following sentences

(-) De gebruiker kwam tot de conclusie dat de Help-index was uitgebreid.

(+) De gebruiker kwam tot de conclusie dat de Help-index uitgebreid was.

For more information consult the Schrijfwijzer.

## 5 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 Dutch, 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.

### 5.1 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. Some accessible products and services may not be available in Dutch-speaking markets. Please double-check with the appropriate resources.

General accessibility information can be found at <https://www.microsoft.com/en-us/accessibility/>.

## 5.2 Applications, products, and features

Application/product names are often trademarked or may be trademarked in the future and are therefore rarely translated. Occasionally, feature names are trademarked, too (e.g. IntelliSense™).

For guidelines on the spelling of brand names, please consult the Compounds section.

### Version numbers

Version numbers always contain a period (e.g. Version 4.2).

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

### Translation of version strings

Product, feature and component names are often located in the so-called "version strings" as they appear in the software. When localizing version strings, please use the following guidelines as advised by Microsoft Corporate, External, and Legal Affairs:

Version strings that contain copyright information should always be translated.

Example:

| US English   | Dutch target   |
|--|--|
| © 2022 Microsoft Corporation. All rights reserved. | Please refer to <a href="#">Microsoft Terminology - Globalization   Microsoft Learn</a> to check the correct translations "All rights reserved" and "Microsoft Corporation." |

## 5.3 Copilot predefined prompts

Copilot prompts are the instructions or questions you use to tell Copilot what you want it to do. You can ask Copilot to create or edit content, ask questions, summarize information, and catch up on things.

Across various Microsoft products, you will find an array of predefined prompts designed to guide users in creating, learning, and using Microsoft Copilot.

### **Best practices for the localization of Copilot predefined prompts**

Copilot prompts are functional. It is crucial that the translations for Copilot predefined prompts are accurate, consistent, concise, natural, and use the appropriate tone of voice. Please remember that the quality of these translations can significantly influence Copilot responses or outcomes.

- **Be clear and specific:** English prompts are generally questions or requests starting with an action verb. Make sure the target prompts are natural questions or requests. Imperative form should be used for requests, rather than infinitive form. Avoid using vague language. Use clear and specific phrases or keywords.
- **Keep it conversational:** Be consistent with Microsoft Voice principles. Use simple and natural language when translating prompts. Avoid adopting a tone that resembles a machine. Use an informal tone of voice and form of address when translating Copilot predefined prompts.
- **Be polite and professional:** Use kind and respectful language, as this helps foster collaboration and improves the AI's responsiveness and performance. Don't use slang and jargon.
- **Use quotation marks:** This helps Copilot know what to write, modify, or replace for the user.
- **Pay attention to punctuation, grammar, and capitalization:** Clear communication helps collaboration between Copilot and the user.
- **Pay attention to the placement of entity tokens:** An entity token is a placeholder that is used to trigger a pop-up menu in the UI to let customers choose an entity, such as a file, contact, meeting, so that the prompt uses specific data from the specified entity. As with any other placeholder, an entity token is not localizable, and the position of the entity token should make sense in the target text syntax.

**Entity token localization exception:** Some prompts may be a display text (i.e., an example) and, in such cases, the entity token needs to be translated. Read the Dev comment carefully.

#### **Exception example:**

Source string: List key points from [file]  
DevComment=Translate [file]

- **Be consistent:** Some English prompts are remarkably similar. Make sure to translate them consistently.

| Source prompt  | Target prompt  |
|--|--|
| List ideas for a fun remote team building event  | Noem ideeën voor een leuk teambuilding-evenement   |
| What are the goals and topics from the meeting? Format each section with a bolded heading, a bulleted list, and bolded names | Wat zijn de doelen en onderwerpen van de vergadering? Geef ieder gedeelte een kop in een vet lettertype, een opsomminglijst en namen in een vet lettertype |
| Propose a new introduction to <entity type='file'>file</entity>  | Stel een nieuwe introductie voor <entity type='file'>bestand</entity> voor   |
| What were the open issues from <entity type='meeting'>meeting</entity>?  | Wat waren de openstaande problemen van <entity type='meeting'>vergadering</entity>?  |
| Give me ideas for icebreaker activities for a new team   | Geef me ideeën voor activiteiten waarmee het ijs in een nieuw team kan worden gebroken   |
| Create a list of <placeholder>color names inspired by the ocean</placeholder>  | Maak een lijst met <placeholder>kleurnamen geïnspireerd op de oceaan</placeholder>   |

## 5.4 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 available for your reference at the following location: <https://www.microsoft.com/en-us/legal/intellectualproperty/Trademarks/>

## 5.5 Software considerations

This section refers to all menus, menu items, commands, buttons, check boxes, etc., which should be consistently translated in the localized product.

### 5.5.1 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.

### 5.5.2 Error messages

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 rebooting 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.

#### **Dutch style in error messages**

It is important to use consistent terminology and language style in the localized error messages, and not just translate them as they appear in the US product.

#### **General guidelines**

##### **General**

The style of error messages should be neutral and direct, and clearly communicate the intended message to the user. Cryptic language and newspaper headline style must be avoided. Verbs should be in the present tense. And naturally, sentences must be correct, grammatical Dutch sentences.

##### **Translate everything**

All information in an error message must be translated. In case of the more technical error messages, such as error messages that occur in Windows, this may mean that research must be carried out. Leave no terms in English unless the glossary prescribes this.

##### **Style**

The space that is available for an error message is often limited and text translated into Dutch is on average twenty to thirty percent longer than the original English text. For that reason, it is important to find a balance between the available space and a good, direct translation of the message. However, it is not recommended to start out by abbreviating messages, or to copy the often cryptic style of the English text. While translating error messages, the goal should be to communicate all information as



accurately as possible to the user, in a direct, friendly style and in sentences that are as complete as possible. Do not let fear lack of space lead you to preemptively remove articles and prepositions. Articles and prepositions may only be omitted if this solves actual problems with lack of space!

|                |   |
|----------------|---|
| <b>English</b> | Problem converting equation. Continue with document conversion?   |
| <b>Dutch</b>   | (-) Er is een probleem opgetreden bij converteren van vergelijking. Wilt u toch doorgaan met conversie van document?                |
| <b>Dutch</b>   | (+) Er is een probleem opgetreden bij het converteren van een vergelijking. Wilt u toch doorgaan met de conversie van het document? |

When using articles and propositions, do keep in mind that you use them consistently.

|                |  |
|----------------|--|
| <b>English</b> | An error occurred while trying to update the Stored Settings file.                           |
| <b>Dutch</b>   | (-) Er is een fout opgetreden bij bijwerken van het bestand met opgeslagen instellingen.     |
| <b>Dutch</b>   | (-) Er is een fout opgetreden bij het bijwerken van bestand met opgeslagen instellingen.     |
| <b>Dutch</b>   | (+) Er is een fout opgetreden bij het bijwerken van het bestand met opgeslagen instellingen. |

Do keep in mind that the English text may be followed by placeholders or variables. Do not put a period at the end of a sentence if there is no period in English, unless you are certain that this is correct.

|                |             |
|----------------|-------------|
| <b>English</b> | Disk full   |
| <b>Dutch</b>   | Schijf vol. |

The text may be followed by a variable to be pulled in later.

|                |                                    |
|----------------|------------------------------------|
| <b>English</b> | Disk full when writing to drive %1 |
|----------------|------------------------------------|

The result in Dutch would then be:

|   |
|---|
| Schijf vol.bij het schrijven naar station %1. |
|---|

Note: with longer messages, you will not be sure if an error message fits into a dialog until after you have translated the error message and have reviewed it in a build of the program. A rule of thumb for translating error messages: if a US error message has a forced line break (code \n), then add a line break to the Dutch version after the same number of characters. If you do not do this, the sentence may be broken up by the dialog box and immediately after that by the line break code \n.

## Consistency

For translating error messages, consistent use of terminology is paramount,. Use the glossary that is handed off with the project and the standard glossaries for the correct terminology and the correct software references. Also be consistent in general language use.

Do not translate like this:

|                |  |
|----------------|--|
| <b>English</b> | Error restoring network connections                    |
| <b>Dutch</b>   | (-) Fout bij het herstellen van de netwerkverbindingen |

and next:

|                |                                      |
|----------------|--------------------------------------|
| <b>English</b> | Error selecting drive                |
| <b>Dutch</b>   | (-) Fout bij selecteren van station. |

## Do not personify

Avoid personifying program names. In the example below, Microsoft Excel can be omitted from the Dutch sentence without causing any problems:

|                |  |
|----------------|--|
| <b>English</b> | Microsoft Excel cannot display the information                     |
| <b>Dutch</b>   | (-) Microsoft Excel kan de gegevens niet weergeven                 |
| <b>Dutch</b>   | (+) De gegevens kunnen niet worden weergegeven in Microsoft Excel. |

Variables are often used in error messages. This means that sometimes the use of personification cannot be avoided. However, personification is only allowed when there is insufficient space. In very long constructions, the use of personification can prevent this problem.

"%s" cannot display the information.

%s kan de gegevens niet weergeven.

## Testing

An error message that looks good on paper, may be unclear and difficult to read on screen. Therefore, it is recommended that you test the style and content of error message on-screen on a regular basis.

## Variables

Translating error messages in which variables are used should be done with care. Always check if all the variables in the US error message have also been included in the translated error message. It is also important to keep in mind that nouns of different gender may be substituted for a variable. This may have consequences to the use of articles, adjectives, word order etc.

Can't read the selected "%s."

In this sentence, the variable %s may refer to a noun of neuter or non-neuter gender, for example "file" or "folder". Therefore, the recommended translation is as follows:

Geselecteerde %s kan niet worden gelezen.

This would result in a grammatically correct sentence at runtime, whether it would look like this:

Geselecteerde bestand kan niet worden gelezen.

Or like this:

Geselecteerde map kan niet worden gelezen.

There are different types of variables. The three most important ones are "%s," "%d" en "%c." %s is a string (text, including numbers), %d is a digit (always a number) and %c is a single character (such as a station name).

Do not place variables at the beginning of a sentence, because it is not always clear if the replacement text at runtime starts with a capital letter.

### Quotation marks in error messages

In American error messages, variables are often placed between quotation marks. In the Dutch error message, these quotation marks have to be removed.

|  |
|--|
| Do you want to save the changes in "%s"? |
| Wilt u de wijzigingen in %s opslaan?     |

Sometimes, quotation marks have to be used for different reasons. In those cases, use only single quotation marks.

### Spaces in error messages

Keep in mind that the US messages often have two spaces after the period. This must always be changed to a single space.

### Compounds

English error messages often contain compounds of three or more nouns that are hard to translate into Dutch. If these compounds are translated literally into Dutch, this results in awkward translations that are grammatically and stylistically bad and sometimes plainly wrong. In these cases, always try to give a description.

|                |   |
|----------------|---|
| <b>English</b> | Error opening address book provider root container.                     |
| <b>Dutch</b>   | (-) Fout bij openen van adresboekprovider hoofdcontainer.               |
| <b>Dutch</b>   | (+) Fout bij het openen van de hoofdcontainer van de adresboekprovider. |

For more information, please consult the '[Compounds](#)' section.

## Standard phrases in error messages

When translating standard phrases, standardize. Note that sometimes the US uses different forms to express the same thing.

The phrases bellow commonly occur in error messages. When you are translating 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:

### An error occurred while; An error occurred in

Error messages with this construction are translated with *Er is een fout opgetreden bij*.

|                |  |
|----------------|--|
| <b>English</b> | An error occurred while writing a data file.                             |
| <b>Dutch</b>   | (-) Tijdens het opslaan van een gegevensbestand is een fout gevonden.    |
| <b>Dutch</b>   | (+) Er is een fout opgetreden bij het schrijven van een gegevensbestand. |

### Are you sure

Error messages with this construction are translated with *Weet u zeker dat*.

|   |
|---|
| <b>Are you sure you want to remove this driver?</b>     |
| Weet u zeker dat u dit stuurprogramma wilt verwijderen? |

### Cannot/unable/not possible

|   |
|---|
| <b>Cannot open the file "%s."</b>           |
| (+) Het bestand %s kan niet worden geopend. |
| (+) Kan het bestand %s niet openen.         |

|                                      |
|--------------------------------------|
| <b>File "%s" could not be found.</b> |
| (+) Het bestand %s is niet gevonden. |

(+) Kan het bestand %s niet vinden.

#### Unable to open file.

(+) Het bestand kan niet worden geopend.

(+) Kan het bestand niet openen.

#### No longer able to read "%s"

(+) %s kan niet langer worden gelezen.

(+) Kan het bestand %s niet meer lezen.

#### No longer able to read "%s"

(+) %s kan niet langer worden gelezen.

(+) Kan het bestand %s niet meer lezen.

#### Not possible to read file now.

(+) Het bestand kan nu niet worden gelezen.

(+) Kan het bestand nu niet lezen.

#### The tape cannot be read.

(+) De band kan niet worden gelezen.

(+) Kan de band niet lezen.

**NOTE:** although two variants exist for this type of error message, it is recommended to use one of the two variants within a single product, as much as possible.

**Do you want to continue? Do you really want to do this? Continue?**

Always translate these constructions as *Wilt u toch doorgaan?* or *Wilt u doorgaan?*, depending on the context.

|   |
|---|
| <b>You are about to delete the report "%s." Do you really want to do this?</b>                            |
| U staat op het punt om het rapport %s te verwijderen. Wilt u toch doorgaan?                               |
| <b>Some data in existing non-selected cells will be lost. Do you want to continue?</b>                    |
| Sommige gegevens in bestaande, maar niet-geselecteerde cellen zullen verloren gaan. Wilt u toch doorgaan? |
| <b>Some data in existing cells will be lost. Continue?</b>  |
| Sommige gegevens in bestaande cellen zullen verloren gaan. Wilt u toch doorgaan?                          |

### **Corrupt/Critical/Fatal/Invalid/Wrong**

Corrupt is translated as *beschadigd*.

Critical is translated as *kritiek*.

Fatal is translated as *onherstelbaar*.

Invalid is translated as *ongeldig*.

Wrong is translated as *onjuist*.

|  |
|--|
| <b>The file "%s" is corrupted.</b>   |
| Het bestand %s is beschadigd.  |
| <b>A critical error has occurred.</b>  |
| Er is een kritieke fout opgetreden.  |
| <b>A fatal error has occurred.</b>   |
| Er is een onherstelbare fout opgetreden.   |
| <b>Invalid column specified. Column values must be in the range A to IV.</b>           |
| Ongeldige kolomaanduiding. Kolomaanduidingen moeten liggen in het bereik van A tot IV. |

**BUT:**

|                |                              |
|----------------|------------------------------|
| <b>English</b> | <b>Invalid number "%d."</b>  |
| <b>Dutch</b>   | (-) Ongeldig getal %d.       |
| <b>Dutch</b>   | (+) %d is geen geldig getal. |

### Not found/not available/there are no...

|                |                                   |
|----------------|-----------------------------------|
| <b>English</b> | <b>File not found.</b>            |
| <b>Dutch</b>   | (-) Bestand niet aanwezig.        |
| <b>Dutch</b>   | (+) Het bestand is niet gevonden. |

|                |   |
|----------------|---|
| <b>English</b> | <b>No network adapter found.</b>        |
| <b>Dutch</b>   | (-) Geen netwerkadapter gevonden.       |
| <b>Dutch</b>   | (+) Er is geen netwerkadapter gevonden. |

|                |   |
|----------------|---|
| <b>English</b> | <b>Value not found in Configuration Registry</b>      |
| <b>Dutch</b>   | (-) Waarde niet gevonden in het Configuratieregister. |
| <b>Dutch</b>   | (+) Geen waarde gevonden in het Configuratieregister. |

|                |   |
|----------------|---|
| <b>English</b> | <b>Permanent connection not available.</b>        |
| <b>Dutch</b>   | (-) Permanente verbinding niet voorhanden.        |
| <b>Dutch</b>   | (-) Alle permanente verbindingen zijn bezet.      |
| <b>Dutch</b>   | (+) Er is geen permanente verbinding beschikbaar. |

|                |   |
|----------------|---|
| <b>English</b> | <b>There are no available interrupts. The sound card will not work</b>    |
| <b>Dutch</b>   | (-) Geen interrupts. De geluidskaart werkt hierdoor niet.                 |
| <b>Dutch</b>   | (+) Er zijn geen interrupts beschikbaar. De geluidskaart zal niet werken. |

### Extremely low on memory/Not enough memory

For these expressions, Dutch translations usually use *onvoldoende*.



|                |   |
|----------------|---|
| <b>English</b> | <b>Extremely low on memory. Please save your work and close other applications to free up memory and continue.</b>                                    |
| <b>Dutch</b>   | (-) Er is uitermate weinig geheugen beschikbaar. Sla wijzigingen op en sluit andere toepassingen af om geheugen vrij te maken en probeer het opnieuw. |
| <b>Dutch</b>   | (+) Er is onvoldoende geheugen beschikbaar. Sla wijzigingen op en sluit andere toepassingen af om geheugen vrij te maken en probeer het opnieuw.      |

Please note the translation of "your work."

|                |   |
|----------------|---|
| <b>English</b> | <b>There is not enough memory available to load "%s."</b>   |
| <b>Dutch</b>   | (-) Er is niet genoeg geheugen beschikbaar om %s te laden.  |
| <b>Dutch</b>   | (+) Er is onvoldoende geheugen beschikbaar om %s te laden.  |
| <b>English</b> | <b>Sorry, there was not enough memory to translate some pictures.</b>   |
| <b>Dutch</b>   | (-) Er is niet genoeg geheugen om een aantal figuren te converteren.  |
| <b>Dutch</b>   | (+) Er is onvoldoende geheugen om een aantal figuren te converteren.  |
| <b>English</b> | <b>System disk is locked or full and memory is nearly full. Save your work.</b>                               |
| <b>Dutch</b>   | (-) De systeemschijf is vergrendeld of vol en er is bijna geen geheugen meer beschikbaar. Sla wijzigingen op. |
| <b>Dutch</b>   | (+) De systeemschijf is vergrendeld of vol en er is onvoldoende geheugen beschikbaar. Sla wijzigingen op.     |

### Not enough (disk) space

Not enough wordt altijd vertaald met *onvoldoende*.

|                |  |
|----------------|--|
| <b>English</b> | <b>There is not enough free disk space to install Windows 10.</b>                |
| <b>Dutch</b>   | (-) Er is niet voldoende ruimte op de schijf voor de installatie van Windows 10. |
| <b>Dutch</b>   | (+) Er is onvoldoende ruimte op de schijf voor de installatie van Windows 10.    |

|                |   |
|----------------|---|
| <b>English</b> | <b>Your computer does not have enough available space to install the selected programs.</b>                         |
| <b>Dutch</b>   | (-) Uw computer heeft niet genoeg ruimte beschikbaar om de geselecteerde programma's te installeren.                |
| <b>Dutch</b>   | (+) Er is onvoldoende schijfruimte beschikbaar op de computer voor de installatie van de geselecteerde programma's. |

## Occurred

Occurred is used frequently in the English error messages and is generally translated AS *optreden*.

|                |   |
|----------------|---|
| <b>English</b> | <b>A write fault occurred.</b>          |
| <b>Dutch</b>   | (-) Schrijffout.                        |
| <b>Dutch</b>   | (+) Er is een schrijffout opgetreden.   |
| <b>English</b> | <b>General error has occurred.</b>      |
| <b>Dutch</b>   | (-) Algemene fout.                      |
| <b>Dutch</b>   | (+) Er is een algemene fout opgetreden. |

## Please/sorry

Please and Sorry in error messages are not translated.

|                |   |
|----------------|---|
| <b>English</b> | <b>Please cancel Setup and make more room, and then run Setup again.</b>                |
| <b>Dutch</b>   | (+) Sluit Setup af en maak ruimte vrij op de schijf. Voer Setup vervolgens opnieuw uit. |
| <b>English</b> | <b>Sorry, the file cannot be opened because part of it is missing.</b>                  |
| <b>Dutch</b>   | (+) Het bestand kan niet worden geopend omdat een gedeelte ontbreekt.                   |

## Please wait

When the user is asked to wait until a certain operation has been performed by the program, the following expression must always be used:

|                |                                |
|----------------|--------------------------------|
| <b>English</b> | <b>Please wait</b>             |
| <b>Dutch</b>   | (-) Even wachten a.u.b.        |
| <b>Dutch</b>   | (-) Even geduld a.u.b.         |
| <b>Dutch</b>   | (-) Een ogenblik geduld a.u.b. |
| <b>Dutch</b>   | (+) Een ogenblik geduld.       |

### **Please verify...**

Please verify is translated as *Controleer of*. Do not use *Controleer dat*.

|                |  |
|----------------|--|
| <b>English</b> | <b>Drive %c: does not exist. Please verify the appropriate drive was given.</b>                                    |
| <b>Dutch</b>   | (+) Station %c: bestaat niet. Controleer of het juiste station is ingevoerd.                                       |
| <b>English</b> | <b>Cannot create the %s file. Please verify that the correct path and filename are given.</b>                      |
| <b>Dutch</b>   | (+) Het bestand %s kan niet worden gemaakt. Controleer of het juiste pad en de juiste bestandsnaam zijn ingevoerd. |

### **Successfully**

"Successfully" is usually omitted from the translation.

|                |  |
|----------------|--|
| <b>English</b> | <b>The operation was successfully completed.</b>                     |
| <b>Dutch</b>   | (+) De bewerking is voltooid.  |
| <b>English</b> | <b>You have successfully defined the following document profile:</b> |
| <b>Dutch</b>   | (+) U hebt het volgende documentprofiel gedefinieerd.                |

## Your

Where possible, "your" should always be translated neutrally with an article.

|                |  |
|----------------|--|
| <b>English</b> | <b>The sound card is not detected in your machine.</b> |
| <b>Dutch</b>   | (-) Kan de geluidskaart niet vinden in uw computer.    |
| <b>Dutch</b>   | (+) Kan de geluidskaart niet vinden in de computer.    |
| <b>English</b> | <b>This will end your Windows session.</b>             |
| <b>Dutch</b>   | (-) Hiermee sluit u uw Windows-sessie af.              |
| <b>Dutch</b>   | (+) Hiermee sluit u de Windows-sessie af.              |

## Then

The English "then" must always be translated with 'vervolgens', and not with 'dan'. Sentences with 'als-dan' should be avoided.

|                |   |
|----------------|---|
| <b>English</b> | <b>Please cancel Setup and make more room, and then run Setup again.</b>                |
| <b>Dutch</b>   | (-) Sluit Setup af en maak ruimte vrij op de schijf. Voer Setup dan opnieuw uit.        |
| <b>Dutch</b>   | (+) Sluit Setup af en maak ruimte vrij op de schijf. Voer Setup vervolgens opnieuw uit. |

## Error messages containing placeholders

When localizing error messages containing placeholders, try to find out 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, see examples below:

%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."

### 5.5.3 Keyboard shortcuts

Sometimes, there are underlined or highlighted letters in menu options, commands or dialog boxes. These letters refer to keyboard shortcuts, which help the user to perform tasks more quickly. For example, the following menu options:

New  
Cancel  
Options

There are a number of rules for keyboard shortcut assignment, which should be applied in this order:

1. No double keyboard shortcut may occur.
2. Do not use letters or digits between brackets to indicate a keyboard shortcut. (The only exception is when there are no letters left in a dialog.)

|  |
|--|
| (-) Selectievakje inschakelen ( <u>x</u> ) |
| (+) <u>S</u> electievakje inschakelen      |

3. As much as possible, try to use the same keyboard shortcut within a product for a term that appears in multiple places. Such as B for the Bladeren button. All applications in Office together qualify as one product, and all add-ins in, e.g. Windows or Microsoft Edge together form one product.
4. Avoid the use of g, j, y, p and q, and of i, especially in ij. It is often hard to figure out where the underlining is if these letters are used.
5. Use the first letter of the most important word in an option.

|   |
|---|
| Verschillen in <u>r</u> ij (r in rij is de keyboard shortcut)     |
| Verschillen in <u>k</u> olom (k in kolom is de keyboard shortcut) |

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

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

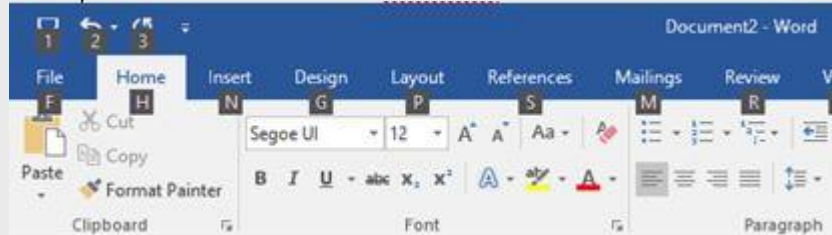
| Term              | Usage  |
|-------------------|--|
| <b>access key</b> | A subtype of keyboard shortcut. A letter or number that the user types to access UI controls that have text labels. Access keys are assigned to top-level controls so that the user can use the keyboard to move through the UI quickly.<br>Example: F in Alt+F<br>Example in UI localization: H&ome |

In keyboard shortcuts, most access keys are used with the Alt key.

The letter or number that appears in the ribbon when the Alt key is pressed. In UI localization, the key tip is the last character present in the strings after the “~” character.

Example: In UI localization Home`H

**key tip**



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.

**shortcut key**

Example: Ctrl+N, Ctrl+V

In keyboard shortcuts, most shortcut keys are used with the Ctrl key.

Ctrl+letter combinations and function keys (F1 through F12) are usually the best choices for shortcut keys.

#### 5.5.4 Keys

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

| English Key Name | Dutch Key Name |
|------------------|----------------|
| Alt              | Alt            |
| Backspace        | Backspace      |
| Break            | Break          |
| Caps Lock        | Caps Lock      |
| Ctrl             | Ctrl           |
| Delete           | Delete         |

| English Key Name | Dutch Key Name |
|------------------|----------------|
| Down Arrow       | Pijl-omlaag    |
| End              | End            |
| Enter            | Enter          |
| Esc              | Esc            |
| Home             | Home           |
| Insert           | Insert         |
| Left Arrow       | Pijl-links     |
| Num Lock         | Num Lock       |
| Page Down        | Page Down      |
| Page Up          | Page Up        |
| Pause            | Pause          |
| Right Arrow      | Pijl-rechts    |
| Scroll Lock      | Scroll Lock    |
| Shift            | Shift          |
| Spacebar         | Spatiebalk     |
| Tab              | Tab            |
| Up Arrow         | Pijl-omhoog    |
| Windows key      | Windows-toets  |
| Print Screen     | Print Screen   |
| Menu key         | Menu-toets     |



### 5.5.5 Numeric keypad

It is recommended that you avoid distinguishing numeric keypad keys from the other keys, unless it is required by a given application. If it is not obvious which keys need to be pressed, provide necessary explanations.

### 5.5.6 Shortcut keys

Shortcut keys are keystrokes or combinations of keystrokes used to 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.

These key combinations, such as Ctrl+B or Shift+F12, are NOT localized. As a rule, we copy the US combinations exactly. However, there is an exception to the rule. The Dutch products must support multiple keyboard lay-outs: the US keyboard and the Belgian Azerty keyboard. This may mean that a key combination that is possible on a US keyboard cannot be replicated on the Belgian keyboard. In those cases, the shortcut key combination must be localized. Keep in mind that the shortcut key combinations must always be tested with two different keyboard lay-outs.

## Standard Shortcut Keys

| US Command                           | US English Shortcut Key | Dutch Command | Dutch Shortcut key |
|--------------------------------------|-------------------------|---------------|--------------------|
| <b>General Windows Shortcut keys</b> |                         |               |                    |
| Help window                          | F1                      | Help          | F1                 |

| US Command  | US English Shortcut Key | Dutch Command   | Dutch Shortcut key |
|---|-------------------------|---|--------------------|
| Context-sensitive Help  | Shift+F1                | Contextafhankelijke Help                                      | Shift+F1           |
| Display pop-up menu   | Shift+F10               | Pop-upmenu weergeven  | Shift+F10          |
| Cancel  | Esc                     | Annuleren   | Esc                |
| Activate\Deactivate menu bar mode                             | F10                     | Menubalk activeren/deactiveren                                | F10                |
| Switch to the next primary application                        | Alt+Tab                 | Schakelen naar de volgende toepassing                         | Alt+Tab            |
| Display next window   | Alt+Esc                 | Volgende venster weergeven                                    | Alt+Esc            |
| Display pop-up menu for the window                            | Alt+Spacebar            | Pop-upmenu voor het venster weergeven                         | Alt+Spatiebalk     |
| Display pop-up menu for the active child window               | Alt+-                   | Pop-upmenu voor het actieve onderliggende venster weergeven   | Alt+-              |
| Display property sheet for current selection                  | Alt+Enter               | N/A   | Alt+Enter          |
| Close active application window                               | Alt+F4                  | Actief toepassingsvenster sluiten                             | Alt+F4             |
| Switch to next window within (modeless-compliant) application | Alt+F6                  | Schakelen naar volgende niet-modale venster binnen toepassing | Alt+F6             |
| Capture active window image to the Clipboard                  | Alt+Prnt Scrn           | Schermafdruck kopiëren naar Klembord                          | Alt+Prnt Scrn      |

| US Command                                    | US English Shortcut Key | Dutch Command                              | Dutch Shortcut key |
|---|-------------------------|--|--------------------|
| Capture desktop image to the Clipboard        | Prnt Scrn               | Bureaubladafdruk kopiëren naar Klembord    | Prnt Scrn          |
| Access Start button in taskbar                | Ctrl+Esc                | Menu Start in taakbalk activeren           | Ctrl+Esc           |
| Display next child window                     | Ctrl+F6                 | Volgende onderliggende venster weergeven   | Ctrl+F6            |
| Display next tabbed pane                      | Ctrl+Tab                | Volgende tabblad weergeven                 | Ctrl+Tab           |
| Launch Task Manager and system initialization | Ctrl+Shift+Esc          | Taakbeheer en systeeminitialisatie starten | Ctrl+Shift+Esc     |
| <b>File Menu</b>                              |                         |  |                    |
| File New                                      | Ctrl+N                  | Nieuw...                                   | Ctrl+N             |
| File Open                                     | Ctrl+O                  | Openen                                     | Ctrl+O             |
| File Close                                    | Ctrl+F4                 | Sluiten                                    | Ctrl+F4            |
| File Save                                     | Ctrl+S                  | Opslaan                                    | Ctrl+S             |
| File Save as                                  | F12                     | Opslaan als                                | F12                |
| File Print Preview                            | Ctrl+F2                 | Afdrukvoorbeeld                            | Ctrl+F2            |
| File Print                                    | Ctrl+P                  | Afdrukken                                  | Ctrl+P             |
| File Exit                                     | Alt+F4                  | Afsluiten                                  | Alt+F4             |
| <b>Edit Menu</b>                              |                         |  |                    |
| Edit Undo                                     | Ctrl+Z                  | Ongedaan maken                             | Ctrl+Z             |
| Edit Repeat                                   | Ctrl+Y                  | Opnieuw                                    | Ctrl+Y             |
| Edit Cut                                      | Ctrl+X                  | Knippen                                    | Ctrl+X             |

| US Command                | US English Shortcut Key | Dutch Command    | Dutch Shortcut key |
|---------------------------|-------------------------|------------------|--------------------|
| Edit Copy                 | Ctrl+C                  | Kopiëren         | Ctrl+C             |
| Edit Paste                | Ctrl+V                  | Plakken          | Ctrl+V             |
| Edit Delete               | Ctrl+Backspace          | Verwijderen      | Ctrl+Backspace     |
| Edit Select All           | Ctrl+A                  | Alles selecteren | Ctrl+A             |
| Edit Find                 | Ctrl+F                  | Zoeken           | Ctrl+F             |
| Edit Replace              | Ctrl+H                  | Vervangen        | Ctrl+H             |
| Edit Go To                | Ctrl+G                  | Ga naar          | Ctrl+G             |
| <b>Help Menu</b>          |                         |                  |                    |
| Help                      | F1                      | Help             | F1                 |
| <b>Font Format</b>        |                         |                  |                    |
| Italic                    | Ctrl+I                  | Cursief          | Ctrl+I             |
| Bold                      | Ctrl+B                  | Vet              | Ctrl+B             |
| Underlined\Word underline | Ctrl+U                  | Onderstreept     | Ctrl+U             |
| Large caps                | Ctrl+Shift+A            | Hoofdletters     | Ctrl+Shift+A       |
| Small caps                | Ctrl+Shift+K            | Kleinkapitalen   | Ctrl+Shift+K       |
| <b>Paragraph Format</b>   |                         |                  |                    |
| Centered                  | Ctrl+E                  | Centreren        | Ctrl+E             |
| Left aligned              | Ctrl+L                  | Links uitlijnen  | Ctrl+L             |
| Right aligned             | Ctrl+R                  | Rechts uitlijnen | Ctrl+R             |
| Justified                 | Ctrl+J                  | Uitvullen        | Ctrl+J             |

## 5.6 Voice video considerations

A good Microsoft voice video addresses only one intent (one customer problem), is not too long, has high audio quality, has visuals that add to the information, and uses the right language variant/dialect/accent in voiceover.

### Successful techniques for voicing video content

- Focus on the intent. Show the best way to achieve the most common task and stick to it.
- Show empathy. Understand and acknowledge the viewer's situation.
- Use SEO (Search Engine Optimization). Include search phrases in the title, description, and headers so that people can easily find the topic.
- Talk to the customer as if (s)he is next to you, watching you explain the content.
- Record a scratch audio file. Check for length, pace and clarity.


#### 5.6.1 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 some common term (such as "server") the local pronunciation should be used. Moreover, pronunciation can be adapted to the Dutch phonetic system if the original pronunciation sounds very awkward in Dutch.

If numbers are involved, pronounce them in Dutch.

| Example                       | Phonetics                      | Comment  |
|-------------------------------|--------------------------------|--|
| SecurID                       | sekjoer ai die                 |  |
| Release Pack                  | rielies pek                    |  |
| Digest                        | daidjest                       |  |
| Microsoft Windows Server 2019 | maicrosoft windows surver 2019 | Numbers are pronounced the Dutch way. Microsoft is pronounced the English way. |
| Outlook Web Access            | outloek web akses              |  |
| InfoPath                      | infoopath                      |  |

|                 |   |  |
|-----------------|---|--|
| Exchange Server | ekstjeensj server   |  |
| Program Files   | prokram fails   |  |
| SecurNAT        | sekjoer nat   |  |
| ECHO_REQUEST    | ekko rekwest  |  |
| proxy           | proksie   |  |
| .NET            | dot net   | .NET is considered a product name  |
| Skype           | skaip  | Product names are always pronounced the way they are pronounced in English |

## Acronyms and abbreviations

Strict acronyms are pronounced like real words. They should be pronounced the Dutch way.

| Example | Phonetics |
|---------|-----------|
| RADIUS  | radius    |
| RAS     | ras       |
| ISA     | iesaa     |
| LAN     | lan       |
| WAN     | wan       |
| WAP     | wap       |
| MAPI    | mapie     |
| POP     | pop       |

Other abbreviations are pronounced letter by letter. They should be pronounced the Dutch way.

| Example     | Phonetics                    | Comment   |
|-------------|------------------------------|---|
| ICMP        | ie cee em pee                |   |
| URL         | u er el                      |   |
| TCP/IP      | tee cee pee slash ie<br>pee  |   |
| HTTP<br>GET | ha tee tee pee gee ee<br>tee |   |
| Rqc.exe     | er q cee punt exuh           |   |
| XML         | ex em el                     |   |
| HTML        | ha tee em el                 |   |
| SQL         | es q el                      |   |
| ICMP        | ie cee em pee                |   |
| OWA         | oo wee aa                    |   |
| IIS         | ai ai es                     | Considered a product name, to be pronounced the English way |

## URLs

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

"www" should be pronounced as wee-wee-wee.

The "dot" should be omitted, but can also be read out. If read out, then it must be pronounced the Dutch way, as "punt."

| Example                            | Phonetics   |
|------------------------------------|---|
| http://www.microsoft.com/nederland | wee wee wee punt maikrosoft punt com<br>slash nederland |

## Punctuation marks

Most punctuation marks are naturally implied by the sound of voice, e.g. ? ! : ; ,

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

According to the Dutch style guide rules Em-dashes should be replaced by comma's in the written localized Dutch audioscript.

## Special characters

Pronounce special characters such as / \ ~ < > + - using the Dutch translations approved in [Microsoft Terminology - Globalization | Microsoft Learn](#). For example, \ will be pronounced *backslash*.

### 5.6.2 Tone

Use a tone matching the target audience, e.g. more informal, playful and inspiring tone may be used for most Microsoft products, games etc., or formal, informative, and factual in technical texts etc.

### 5.6.3 Video voice checklist

#### Topic and script

- Apply the following Microsoft voice principles:
  - Single intent
  - Clarity
  - Everyday language
  - Friendliness
  - Relatable context

#### Title

- Includes the intent
- Includes keywords for search

#### Intro: 10 seconds to set up the issue

- Put the problem into a relatable context

#### Action and sound



- Keep something happening, both visually and audibly, BUT...
- ...maintain an appropriate pace
- Synchronize visuals with voice-over
- Fine to alternate between first and second person
- Repetition of big points is fine

### **Visuals**

- Eye is guided through the procedure
  - Smooth, easily trackable pointer motions
  - Judicious callout use
- Appropriate use of motion graphics and/or branding-approved visuals

### **Ending**

- Recaps are unnecessary