Microsoft

Afrikaans Style Guide

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1 Welcome



Welcome to the *Microsoft Localization Style Guide* for Afrikaans. This guide will help you understand how to localize Afrikaans 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 Afrikaans.

1.1 Reference material

Unless this style guide 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. Suid-Afrikaanse Akademie vir Wetenskap en Kuns. 2009. *Afrikaanse woordelys en spelreëls*. 10th edition. Cape Town: Pharos.
2. **It is absolutely crucial to follow this source** ("Afrikaans spelling list and spelling rules"—henceforth 2009 AWS) **carefully, consistently and conservatively**. Should there ever be differences between spelling and/or orthographic styling (i.e., whether a certain group of lexical elements is written as one word [a compound word] or as separate words), the 2009 AWS takes precedence in all cases. This is particularly true of the Cyber Dictionary/Kuberwoordeboek (Protea: 2006), which deviates from the current official spelling rules in several instances.

Informative references

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

1. Viljoen, HC (ed.), Du Plooy, NF and Murray, S. 2006. Kuberwoordeboek/Cyber Dictionary(Afrikaans-English/English-Afrikaans). Pretoria: Protea Boekhuis.
2. Du Plessis, M (ed.). 2005. *Pharos Afrikaans-Engels-Engels-Afrikaanse woordeboek. Cape Town: Pharos.*
3. Botha, WJ (ed.). 2005. *Elektroniese WAT (A–Q). Stellenbosch: Buro van die WAT*. **OR** *Botha, WJ (ed.). 1955–2009. Woordeboek van die Afrikaanse Taal (A–R). Stellenbosch: Buro van die WAT*.
4. Odendal, FF, & Gouws, RH (eds.). 2005. HAT: Verklarende handwoordeboek van die Afrikaanse taal. 5th edition. Cape Town: Maskew Miller Longman. **OR** Odendal, FF, & Gouws, RH (eds.). 2009. e-HAT: verklarende handwoordeboek van die Afrikaanse taal. 5th edition. Cape Town: Maskew Miller Longman.
5. Afrikaanse SkryfGoed 4 (spellchecker), http://speltoetser.co.za/
6. WSpel (spellchecker), http://wspel.wordpress.com/
7. Pharos Online (online dictionaries), http://www.pharosonline.co.za/
8. Müller, Dalene. 2003. Skryf Afrikaans van A tot Z.Cape Town: Pharos.
9. Carstens, WAM. 2011. Norme vir Afrikaans.(5th edition) Pretoria: Van Schaik.

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 Afrikaans 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 Word choice

Terminology

Use approved terminology from the Microsoft Language Portal where applicable, 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 Afrikaans, try to use shorter words if they are well-established words and they are less formal. For example, "probeer" is longer than "poog," but "poog" is very formal. Do not use shortened words that do not occur in a dictionary or that you would not expect to read in a newspaper report.

en-US source term	Afrikaans word	Afrikaans word usage
regarding	rakende, in verband met, aangaande	oor
as well as	asook, sowel as	en

2.1.2 Words and phrases to avoid

Microsoft voice avoids an unnecessarily formal tone.

For Afrikaans Microsoft voice avoid using formal words and expressions listed in the table. Use less formal variants provided below.

en-US source	Afrikaans word to avoid	Afrikaans word/phrase
Shut down	afsluit	verlaat, toemaak
Activate/Deactivate	versper/ontsper	aktiveer/deaktiveer
Configure	konfigureer	opstel

2.2 Sample Microsoft voice text

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

2.2.1 Address the user to take action

US English	Afrikaans target	Explanation
The password isn't correct, so please try again. Passwords are case-sensitive.	Die wagwoord is nie reg nie, probeer asseblief weer. Wagwoorde is kassensitief.	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.	Hierdie produksleutel het nie gewerk nie. Kontroleer dit asseblief en probeer weer.	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	Jy kan maar voortgaan	Casual and short message to inform user that setup has completed, ready to start using the system.
Would you like to continue?	Wil jy voortgaan?	Use of the second person pronoun "you" to politely ask the user if they would like to continue.
Give your PC a name—any name you want. If you want to change the	Gee jou rekenaar 'n naam – enige naam wat jy wil. As jy die agtergrondkleur wil verander,	Address the user directly using second person pronoun to take the necessary action.

background color, turn high contrast off in PC settings.	skakel hoë kontras in rekenaarinstellings af.	

2.2.2 Explanatory text and providing support

US English	Afrikaans target	Explanation
The updates are installed, but Windows 11 Setup needs to restart for them to work. After it restarts, we'll keep going from where we left off.	Die bywerkings is geïnstalleer, maar Windows 11 Setup moet herbegin om dit te laat werk. Nadat dit herbegin is, sal ons aangaan waar ons opgehou het.	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.	As jy nou herbegin, kan jy en enige ander mense wat hierdie rekenaar gebruik, dalk ongestoorde werk verloor.	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.	Hierdie dokument sal outomaties na die regte biblioteek en omslag geskuif word nadat jy ongeldige of ontbrekende eienskappe reggemaak het.	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.	Iets slegs het gebeur! Ons kon nie jou afgelaaide lêers vind om jou selflaaibare USB-flitsaandrywer te skep nie.	Without complexity and using short sentences inform the user what has happened.

2.2.3 Promoting a feature

US English	Afrikaans 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.	Prentwagwoord is 'n nuwe manier om jou aanraakskermrekenaar te beskerm. Jy kies die prent – en die gebare wat jy daarmee saam gebruik – om 'n wagwoord te skep wat net joune is.	Promoting a specific feature with the use of em-dash to emphasis the specific requirements to enable the feature which in this case is picture password.
Let apps give you personalized content based on your PC's location, name, account picture, and other domain info.	Laat toepassings toe om vir jou verpersoonlikte inhoud te gee wat op jou rekenaar se ligging, naam, rekeningprent en ander domeininligting gebaseer is.	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	Afrikaans target	Explanation
To go back and save your work, click Cancel and finish what you need to.	Om terug te gaan en jou werk te stoor, klik Kanselleer en maak klaar wat jy moet.	Short and clear action using second person pronoun.
To confirm your current picture password, just watch the replay and trace the example gestures shown on your picture.	Kyk eenvoudig na die herhaling en trek die voorbeeldgebare na wat op jou prent wys om jou huidige prentwagwoord te bevestig.	Voice is simple and natural. The user isn't overloaded with information; we tell them only what they need to know to make a decision.

It’s time to enter the product key. When you connect to the Internet, we’ll activate Windows for you.	Dit is tyd om die produksleutel in te voer. Wanneer jy aan die Internet koppel, sal ons Windows vir jou aktiveer.	Speak to the user directly and naturally using second person pronoun "you" on clear actions to enter the product key.

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.

The following table contains examples of preferred and recommended language to convey inclusivity, as well as terms and expressions that should not be used.

Use this	Not this	Use this	Not this
English examples		**Target examples**	
primary/subordinate	master/slave	primêre/ondergeskikte	meester/slaaf
perimeter network	demilitarized zone (DMZ)	perimeter-netwerk	gedemilitariseerde sone (DMS)
stop responding	Hang	hou op reageer	hang
expert	guru	kenner	guru
meeting	pow wow	vergadering	koukus
colleagues; everyone; all	guys; ladies and gentlemen	kollegas; almal; almal	ouens; dames en here
lunch and learn; learning session	brown bag session	middagete en leer; leersessie	bring-en-eet sessie
parent	mother or father	ouer	ma of pa

3.1 Avoid gender bias

Use gender-neutral alternatives for common terms. Avoid the use of compounds containing gender-specific terms (man, vrou, etc.).

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

Use this	Not this	Comments
Target examples		
arbeid	mannekrag	

verkoopsagent	verkoopsman	
mensdom		Word stays the same as it is not gender-specific
voorsitter		Word stays the same as it is not gender-specific
mensgemaak		Word stays the same as it is not gender-specific

When presenting generalization, use plural noun forms (for example, mense, individue, studente, etc.).

Don't use gendered pronouns (sy, hy, he, hom, etc.) in generic references. Instead:

- Rewrite to use the second or third person (*jy* or *'n mens*).
- Rewrite the sentence to have a plural noun and pronoun.
- Use articles instead of a pronoun (for example, *die dokument* instead of *sy dokument*).
- Refer to a person's role (*leser*, *werknemer*, *kliënt*, for example).
- Use *persoon* or *individu*.

The table that follows contains strings and sentences that were translated taking those gender-neutral principles into account.

Use this	Not this	Use this	Not this
English examples		**Target examples**	
A user with the appropriate rights can set other users' passwords.	If the user has the appropriate rights, he can set other users' passwords.	'n Gebruiker met die toepaslike regte kan ander gebruikers se wagwoorde opstel.	As die gebruiker die toepaslike regte het, kan hy ander gebruikers se wagwoorde opstel.
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	Ontwikkelaars benodig toegang tot bedieners in hulle ontwikkelingsomgewings, maar hulle het nie toegang tot die bedieners in Azure nodig nie.	'n Ontwikkelaar benodig toegang tot bedieners in sy ontwikkelingsomgewing, maar hy het nie toegang tot die bedieners in Azure nodig nie.

	the servers in Azure.		
When the author opens the document ….	When the author opens her document ….	Wanneer die skrywer die dokument oopmaak ….	Wanneer die skrywer haar dokument oopmaak ….
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.	Om iemand te bel, kies die person se naam, kies Maak ‘n telefoonoproep en kies dan die nommer wat jy wil skakel.	Om iemand te bel, kies sy naam, kies Maak ‘n oproep, en kies dan sy nommer.

In Afrikaans, if you can't write around the problem, it's OK to use a plural pronoun (*hulle*) in generic references to a single person. Don't use constructions like *hy/sy* and *sy/hy*.

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

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. It is up to each product team to decide the best approach for legacy content.

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 *getref deur* or *ly aan*. The preferred option is not to mention a disability unless it's relevant.

The following table contains examples that illustrate people-first language.

Use this	Not this	Use this	Not this
English examples		**Target examples**	
person with a disability	handicapped	persoon met 'n gestremdheid	gestremd
person without a disability	normal person; healthy person	persoon sonder gestremdheid	normale person; gesonde 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.

The table that follows contains an example employing a verb that can apply to all input methods and devices.

Use this	Not this	Use this	Not this
English example		**Target example**	
Select	Click	Kies	Klik

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, plus*, *en omtrent*. Screen readers can misread text that uses special characters like the ampersand (&), plus sign (+), and tilde (~).

4 Language-specific standards

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

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. This may be necessary especially where Afrikaans uses a prepositional phrase instead of a single (short) preposition, such as t.o.v.,d.m.v., i.v.m., m.b.t., and m.b.v.

- In such abbreviations full stops are to be used. The general rule is that each (lower-case) letter (including the last one!) is followed by a full stop, but there are several types of abbreviations where this does not apply. The general guidelines for abbreviations are contained in Ch. 3 (Afkortings—"Abbreviations") in 2009 AWS. A list of common abbreviations appears on pp. 473–521 of 2009 AWS.
- Note that some common nouns are abbreviated using capital letters. In such cases full stops are NOT to be used. Also note that the full forms of such capital-letter abbreviations do NOT require initial capital letters, e.g. **PIN's (persoonlike identifikasienommers), OTM'e (outomatiese tellermasjiene).**

List of common abbreviations:

Afrikaans example	Acceptable abbreviation
afsender	afs.
antwoord	antw.
as gevolg van	a.g.v.
asseblief	asb.
byvoorbeeld	bv.
deur middel van	d.m.v.
dit wil sê	d.w.s.
en dergelike	e.d.

Afrikaans example	Acceptable abbreviation
ensovoorts	ens.
in verband met	i.v.m.
met ander woorde	m.a.w.
met behulp van	m.b.v.
met betrekking tot	m.b.t.
punt	pt.
straat	str.
ten opsigte van	t.o.v.
van links na regs/links na regs	v.l.n.r./l.n.r.
versus	v.

Note that "bv." and "ens." are not to be used in the same list of items.

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).

In English, it is often not considered acceptable to include a generic term after an acronym or abbreviation if one of the letters in the acronym stands for that term. In Afrikaans, it is more acceptable to do so, particularly if the acronym is often used on its own. The following examples show the redundancy in red for English terms.:

- (-) HTML language
- (-) TCP/IP-Protocol
- (-) PIN Number

Afrikaans:

- (-) MIV-virus (use MI-virus)
- (+) HOD-diploma
- (-) OTM-masjien (acceptable, but use kitsbank instead)

- (-) PIN-nommer (acceptable, but use PIN-kode instead)

Localized Acronyms

In online help or documentation, spell out the words that comprise an acronym or abbreviation the first time that acronym is used in the text. You should include the language-specific translation, the USterm, and the acronym.

Example:

- Datatoegangsobjekte (Data Access Objects, DAO)

In the user interface, there is usually not enough space for all three terms (US term, language-specific translation, and the acronym); only in wizards, the acronym can easily be spelled out and localized on first mention. If there are space constraints or there is no "first" occurrence, it is up to you to judge to the best of your knowledge whether the acronym or abbreviation can be left as is or should be spelled out and localized.

You should also consider that different users will have different levels of knowledge about a product. Try to be consistent within a product with your use of acronyms and initializations.

Note: Although the English acronym cannot generally be derived from the language-specific translation, creating a new acronym derived from the language-specific translated term is not an option. For example, do not replace an English acronym with a language-specific acronym; instead, leave the English acronym or abbreviation intact, as in the following examples "where DLL" and "DPI" are correctly rendered as "DLL" and "DPI":

Afrikaans notes:

1. This approach is acceptable, especially as far as product-specific or technical abbreviations and acronyms are concerned, but well-known, existing, general Afrikaans abbreviations/acronyms should not be discarded in favor of AmE abbreviations/acronyms, for instance "PC" for "rekenaar" or "PR" is not acceptable, nor is something like "US" or "UK" acceptable for "VSA" or "VK."
2. If the full form of an acronym or abbreviation is of a technical nature and the context/place of occurrence allows, supply an Afrikaans explanatory translation as well. In program (pop-up) messages, the available space should be taken into account. If the acronym or abbreviation is well-known, use it without the full form or translation; if not, consider using an explanatory translation only instead of the acronym or abbreviation.

Unlocalized Acronyms

Many abbreviations and acronyms are standardized and remain untranslated. They are only followed by their full spelling in English if the acronym needs to be explained to the speakers of a different language. In other cases, where the acronym is rather common, adding the fully spelled-out form will only confuse users. In these cases, the acronym can be used on its own.

The following list contains examples of acronyms and abbreviations that are considered commonly understood; these acronyms and abbreviations should not be localized or spelled out in full in English:

- ANSI (American National Standards Institute)
- ISO (International Standards Organization)
- ISDN

Afrikaans notes:

1. If you are unsure what an acronym or abbreviation stands for or refers to, please consult the Kuberwoordeboek/Cyber Dictionary, the abbreviations list in 2009 AWS or a similar source.
2. Please note that if such an acronym or abbreviation forms part of a compound noun, it should be linked by hyphen to the rest of the compound. See 3.14 and 12.8–12.11 of 2009 AWS. For the plurals of acronyms or abbreviations, see 3.18, 13.9 and 13.18 of 2009 AWS.
3. No full stops are used in acronyms or capital-letter abbreviations.

4.1.3 Adjectives

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

Try to limit adjectives as to conform to the Microsoft style of keeping text short and concise. Too many adjectives can make a sentence too wordy. Also see section 25.1 in Skryf Afrikaans van A tot Z.

en-US source	Afrikaans target
Amazing rates	Ongelooflike tariewe

Possessive adjectives

The frequent use of possessives is a feature of English language. However, in Afrikaans, possessive adjectives are handled in the following way:

To avoid sexism always write "hy/sy, hom/haar" or use the plural form of "hulle."

4.1.4 Articles

General considerations

Afrikaans makes use of the indefinite article "'n" and "die." The former always appears in the lower case, even at the beginning of sentences:

Example: 'n Mooi dag.

Unlocalized Feature Names

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

Example: Leer meer oor jou Bluetooth-foon

Localized Feature Names

Translated feature names are handled in the same way as unlocalized feature names, they are therefore not used with a definite or indefinite article.

Example: Leer meer oor Kalender

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 Afrikaans language?

Names that usually appear in Western script, remain as such, e.g. Bill Gates.

- Analogy: Is there an equivalent Afrikaans 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 the Microsoft Language Portal to confirm the user of a new loan word and its proper article to avoid inconsistencies.

Example: Loanwords (nouns/terms) are not usually defined by an article, e.g. "HTML-formaat."

4.1.5 Articles and demonstratives

Many error messages in English vary with regard to the use of articles, demonstrative and possessive pronouns. Please be consistent in how you deal with such variation in Afrikaans.

While it is possible in Afrikaans to follow the omission of articles and possessive pronouns of the English, it may sound odd at times. Articles (both definite and indefinite) should be retained as far as possible. Avoid the second-person possessive pronouns as far as possible and replace them with an article, provided, of course, that that the sentence remains idiomatic for the mother-tongue speaker of Afrikaans**.**

English example	Afrikaans example	Explanation
File already exists. The file already exists. This file already exists.	Die lêer bestaan reeds.	In complete sentences, use determiners consistently even if the US string does not.
Not enough memory to complete this operation.	Geheue is onvoldoende om die bewerking te voltooi.	No need to use a demonstrative construction, unless it is important in context.
Windows cannot start your system. If the problem persists, contact your network administrator.	Windows kan nie die stelsel begin nie. As die probleem voortduur, kontak die netwerkadministrateur.	Avoid using possessive marker "your" unless ownership is important in context.

4.1.6 Capitalization

Some strings are concatenated "at run-time" and you will occasionally find strings that seem to lack a subject or simply start in the middle. Be careful not to start such strings with an upper-case letter, unless the spelling rules of your language require it.

Example of a string:

is trying to connect to this computer. If you allow, you will be disconnected, but you can resume later. Do you want to allow this connection?\r\n

The ordinary Afrikaans syntactical use of capital letters should be followed, as set out in Chapter 9 of 2009 AWS. This means that normally only the initial word of a sentence and proper nouns are capitalised (subject to the instructions in the paragraphs above). Note, in particular, the following:

1. If a sentence (i.e. either a full sentence or an abbreviated/truncated sentence, but not a concatenated string referred to above) starts with a symbol, number, figure etc., the following word is lower case (except proper nouns).
2. If more than one option (word, phrase) are given as run-ons below an introductory phrase, the run-on options start with a lower-case letter. If, however, the "list" does not consist of run-ons, but merely of "independent" items (typically following "die volgende:"or "byvoorbeeld:"), these start with a capital letter.
3. Note that an initial indefinite article (‘n) always remains lower case, the following word having an initial capital. Care should be taken not to allow an automatic capitalization function to capitalize the Afrikaans indefinite article "’n" [Eng.: "a"] at the beginning of sentences.
4. When a common noun refers to a command, button or something similar, that should retain its capital letters, e.g. "Indien jy wil voortgaan, klik Ja."or "Gaan na Opsies om te sien watter keuses daar is."

en-US source	Afrikaans target
unknown software exception\r\n	onbekende sagteware-uitsondering\r\n
acquired	verkry
Log off user	Teken gebruiker af
Edit...	Redigeer ...

Many more nouns and verbs are capitalized in the English source string than would normally be expected. You should not try to mimic the capitalization in the source

strings, but use your knowledge of the spelling conventions of Afrikaans to decide which words in a string to capitalize and which to leave lower-case. Over-capitalization is awkward and leads to inconsistencies in the UI. Refer to Chapter 9 of 2009 AWS.

Should an English noun be capitalized in the source string and be translated by two words in the target language, be consistent in capitalizing either both words, or neither word, or capitalize one word and not the other. Be consistent in the application of spelling rules. This is especially important when such a translation consists of or contains Afrikaans phrasal verbs (separable verbs), e.g. "gaan uit" or "skakel af." If a button or command consist of such a verb only, the first part only should be capitalized, e.g. "Gaan uit" or "Skakel af."

4.1.7 Compounds

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.

An illustrative list of various types of compounds that may be formed in Afrikaans is provided under 14.3 in 2009 AWS.

Afrikaans uses compounding extensively to form (new) words. This matter is dealt with in detail in 2009 AWS, especially Chapters 12 (Koppeltekens) and 14 (Skryfwyse – los en vas) and various well-cross-referenced places, e.g. 5.6, 7.1 and 7.2. These rules should be followed strictly, consistently and conservatively.

Hyphens play an important role in the spelling system of Afrikaans, and special care should be taken with their use. See Ch. 12 (Koppeltekens—"Hyphens") of 2009 AWS.

- Never use an en dash instead of a hyphen, or a hyphen where an en dash is appropriate. Note that MS Word tends to change a "place-holder" hyphen before a word (i.e. space-hyphen-word in, for instance, "staatskole en -hospitale") to a dash. Care should be taken to prevent this from happening; alternatively, a hard hyphen (Ctrl + Shift + hyphen) should be used.
- In its normal function of combining word elements, a hyphen should not have a space on either side. For cases where there should be a space before or after a hyphen, see rules 12.24 and 12.25 of 2009 AWS.
- Special attention should be paid to consistent and systematic hyphen use—under no circumstances should this become a random affair. Consistency is important not only in different occurrences of the same compound word or term, but also different words or terms of the same type.

- Special attention should be paid to hyphen use in compounds containing an abbreviation or acronym. See for instance 12.8–12.11, 2009 AWS.
- Hyphens should be used conservatively, but in long compounds (three roots or more, or two long roots) hyphens may be used to enhance readability or comprehensibility at first glance. Care should be taken when inserting this type of hyphen, since its position will influence understanding of the compound by causing semantic "grouping."
- Note that where 2009 AWS allows various possibilities in compounds containing proper nouns (14.6–14.12) the hyphenated variant (i.e. proper noun + hyphen + lower-case common noun) is the preferred form.

Generally, compounds should be understandable and clear to the user. Overly long or complex compounds should be avoided by verbally expressing the relationship among the various compound components. Keep in mind that unintuitive compounds are ultimately an intelligibility and usability issue. While long(ish) compound nouns are common in Afrikaans, one should always consider the option of paraphrasing, provided it can be done effectively and without too much circumlocution.

en-US source	Afrikaans target
Internet Accounts	Internetrekeninge
Logon script processing	Aantekenskripverwerking

4.1.8 Contractions

Contractions are used in Afrikaans to make the style more informal and also to make sentences shorter.

en-US source text	Afrikaans long form	Afrikaans contracted form
It is	Dit is	Dis
Do not	Moet nie	Moenie

4.1.9 Gender

- In Microsoft Voice Afrikaans, it is **NOT** acceptable to use a plural pronoun if the antecedent is singular, e.g. "Die **gebruiker** moet **hulle** vergewis van die inhoud van die lisensiekontrak" is not acceptable, even though this is increasingly done

in English. (The only exception to this rule may occur when the antecedent is nominally singular but notionally plural, e.g. some collective nouns.) Therefore, the use of a plural pronoun with a singular antecedent is not an acceptable way of avoiding gender-specific language.

- Afrikaans uses the possessive masculine pronoun (sy) to refer to non-human objects, the masculine pronoun for living objects (hy, unless the object is female) and the non-personal (neuter) pronoun (dit) for non-living objects, e.g.

    - Die rekenaar werk nie, want **sy** hardeskyf is stukkend. (The PC doesn't work because its hard disk is broken.)
    - Die motor kan nie ry nie, want **dit** het nie 'n battery nie. (The car won't go because it doesn't have a battery.)
    - Die hond het vir **hom** 'n skaduplekkie gesoek. (The dog found itself a patch of shade.)

The non-personal pronoun "dit" is used, of course, but mostly as sentence or clause subject or object.

Also note that this idiomatic usage of the masculine pronoun concerns grammatical gender and not biological gender. There is therefore no need to try to avoid it because it is (mistakenly) seen as sexist or non-inclusive language.

- The relative pronoun "who" is translated as "wat" [= "that, which"] irrespective of whether its antecedent is human or non-human, except when the relative pronoun is accompanied by a preposition or the particle "se" (the possessive particle), in which case "wie" [= 'who, whose'] is used, e.g.

    - Die program **wat** gebruik word, is verouderd. (The program that is used is obsolete.)
    - Iemand **wat** die lisensievoorwaardes oortree, sal … (Someone who does not comply with…)
    - 'n Gebruiker **wat** sukkel, kan die hulplyn gebruik. (A user experiencing problems may use the help line—'n Gebruiker **wie se** rekenaar te klein is, gaan sukkel. (A user whose PC is too small…)
    - Die mense **na wie** jy soek, is … (The people you'relooking for are…)

For detailed information regarding gender neutrality on Microsoft products, see Avoid gender bias.

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 "colloquialism").

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

- Do not attempt to replace the source colloquialism with an Afrikaans colloquialism that fits the same meaning of the particular context unless it is a perfect and natural fit for that context.
- 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

Many languages differentiate between different noun classes based on features such as animacy, shape, gender, and so on. Afrikaans does not.

English loan words must be integrated into the noun class system of your language. When faced with an English loan word not previously used in Microsoft products, consider the following options:

1. **Motivation**: Does the English word have any formally motivated features that would allow a straightforward integration into the noun class system of your language?
2. **Analogy**: Is there an equivalent Afrikaans term that could be used to justify the noun class the noun gets assigned to?
3. **Frequency**: Is the term used in other technical documentation? If so, what noun class is it assigned to most often? The Internet may be a helpful reference here.

en-US source	Afrikaans target
Delete it from server.	Skrap dit uit die bediener.
Enter a password to log into the server.	Voer 'n wagwoord in om op die bediener aan te teken.

en-US source	Afrikaans target
DNS cannot resolve the server IP address.	DNS kan nie die bediener se IP-adres oplos nie.
Verify the name of the server's certificate.	Verifieer die naam van die bediener se sertifikaat.

The examples below show how English loanwords inflect for number in Afrikaans.

en-US source	Afrikaans target + plural
HTML	HTML, HTML'e
HTTP	HTTP, HTTP's
SIM	SIM, SIM's

Plural Formation

Refer to AWS for rules relating to plural formation. The apostrophe is used for the plural form in each of the following:

- for abbreviations, e.g. **TV's, 1990's**
- degrees and diplomas, e.g. **B.Ed.'s**
- single letters (e.g. b's)
- dates (the year),e.g. **1980's**
- digits, e.g. **10'e, gr. 8's**

4.1.12 Prepositions

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

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.

This is a particularly problematic area, because some verbs used transitively in English cannot be so used in Afrikaans, and then something needs to be added or changed in

translation, for instance loop cannot be used transitively in Afrikaans, and so a link verb like laat needs to be added: laat loop. In some cases, however, a non-transitive verb in Afrikaans has developed into a transitive verb, particularly if the English verb was also originally non-transitive, e.g. migreer. Also, Afrikaans phrasal verbs will change (be "split") depending on the particular syntactical environment. This matter should be dealt with extremely carefully.

en-US expression	Afrikaans expression	Comment
migrate data to	migreer data na	This has become a transitive verb in Afrikaans.
Migrate from X	Migreer vanaf X	The preposition "vanaf" should not be used in conjunction with "na."
Migrate from X to Y	Migreer van X na Y	
import to	voer in na	Depending on the context, the preposition may also be "in."
import X to Y	voer X in na Y	
import from	voer in vanaf	
import from X	voer in vanaf X	Preposition may also be "uit," and "vanaf" should not be used in conjunction with "na."
import from X to Y	voer in van X na Y	
update to version 3	werk by tot weergawe 3	Both "tot" and "na" can be used here. "Opdateer"is NOT to be used.
upgrade to	gradeer op	Context may require "gradeer X op na."
change to	verander na	Context may require "in"; there is a distinct difference in meaning.
click on	klik op	Translate both "click the button" and "click on the button" as "klik op die knoppie."
connect to	verbind met koppel aan	

en-US expression	Afrikaans expression	Comment
welcome to...	welkom by ...	N/A

The examples below contain frequently occurring noun phrases that are preceded by a preposition. Please use this table as a reference.

en-US expression	Afrikaans expression	Comment
in the toolbar	op die nutsbalk	N/A
on the tab	op die duimgids	N/A
on the menu	op die kieslys	N/A
on the net	op die Net	Note the capital letter
on the Internet	op die Internet	Note the capital letter
on the Web	op die Web	Note the capital letter
on a web site	op ’n webwerf	N/A
on a web page	op ’n webblad	N/A
Be together, anywhere	Saam, enige plek	Conversational and much shorter

4.1.13 Pronouns

The possessive pronoun "se" needs to be as close to the noun it refers to as possible and should definitely not be separated by a noun.

The comparative pronoun "wat" is used with reference to people, animals and objects. When it appears as "wie," it is usually in conjunction with "se." It is when a preposition occurs with the pronoun that errors creep in.

Example: Rekenaarkundiges moet hiervan kennis neem [NOT: Rekenaarkundiges moet van dit kennis neem].

Using "you" too often can seem threatening or unfriendly, and it is less natural in Afrikaans to use "we" to refer to the computer.

en-US source	Afrikaans target
Users can change when updates get installed.	Jy kan dit verander sodra bywerkings geïnstalleer word.
Remember the user's password.	Onthou my wagwoord.
Inform the user when a new Bluetooth device is trying to connect to the user's computer	Laat weet my wanneer 'n nuwe Bluetooth-toestel aan my rekenaar probeer koppel
It is recommended that files are backed-up regularly.	Ons stel voor jy rugsteun jou lêers gereeld.
Rather not install these codec packs.	Moet liewers nie hierdie kodekpakke installeer nie.
Could not find the printer. Do you wish to add a printer?	Kan nie die drukker vind nie. Wil jy een byvoeg?
It only takes a minute or two—then **you** are ready to call your friends free over Skype	Dit neem net 'n minuut of twee – dan is **jy** gereed om al jou vriende gratis met Skype te bel

4.1.14 Punctuation

Please follow the following basic rules for the use of punctuation marks in Afrikaans. If your language uses a character set that is based on the Latin alphabet, make sure to include a space after commas and periods.

There are a few important punctuation conventions that need to be observed:

1. The predicates of complex sentences are separated by a comma, whether or not they occur next o each other in the sentence. After the infinitive (om te + verb) as a noun clause no comma is needed.
2. A defining adjectival clause is terminated by a comma, unless two equivalent clauses are linked by "en" or "of," or, of course, unless it is the final clause of the complex sentence.

3. A non-defining adjectival clause is preceded by a comma before the relative pronoun and is terminated by a comma.
4. A dash (en dash) between words should be preceded and followed by a single space.

Comma

In South African Afrikaans, a **decimal comma** is used—this is in agreement with the South African Government Notice R1146 of 5 July 1974, a regulation in terms of the South African Measuring Units and Measurement Standards Act (Act 18 of 2006).

Do not use a space for this purpose as a space separates the numeral from the abbreviation.

In paper sizes (the last example in the table below) the decimal separator and the abbreviation "in" for inches are kept, since the sizes are US norms and should be represented accordingly.

The "in" as abbreviation for "inch" is not acceptable in Afrikaans, and should be changed to "dm."—note the full stop!— which has been the recognized abbreviation for decades. When South Africa was part of the British Empire, it used the imperial measurement system in which "inch = duim" and "in = dm."

en-US source	Afrikaans target
5.25 cm	5,25 cm
5 x 7.2 inches	5 x 7,2 duim
Letter Landscape 11 x 8.5 in	Letter Landskap 11 x 8,5 dm.

For thousands, English uses a comma while many other languages use a full stop (at Microsoft we normally do not use a space for this purpose, but we use a full stop instead to avoid wrapping problems). In South African Afrikaans a space is used—this is in agreement with the South African Government Notice R1146 of 5 July 1974, a regulation in terms of the South African Measuring Units and Measurement Standards Act (Act 18 of 2006).

Note that neither a full stop nor a comma may be used for thousands, because both may be interpreted as a decimal separator. A space should be used for thousands. If the editor supports it, a hard space (e.g., in MS Word, Ctrl Shift Spacebar) should be used to avoid wrapping problems.

en-US source	Afrikaans target
1,526	(+) 1 526
$ 1,526.75	(+) $1 526,75

Note: there should be NO SPACE between the currency symbol and the first digit!

Colon

Colons are generally not followed by a capital letter unless it is a proper noun or full sentence.

Example: **Vermy asseblief die volgende elemente: selfspeur, grafieka en tabelle**.

Example: **Koop asseblief hierdie koeldranke op my lys: Coke, Fanta en Sprite.**

en-US source	Afrikaans target	Comment
The Skype user said: "Brilliant product."	Die Skype-gebruiker het gesê: “Briljante produk.”	Colon used to start the quotation.

Dashes and Hyphens

Refer to **Ch. 12 (Koppeltekens—"Hyphens") of 2009 AWS**

Three different dash characters are used in Afrikaans:

Hyphen

The hyphen is used to divide words between syllables, to link parts of a compound word, and to connect the parts of an inverted or imperative verb form.

Example: bo-op, vroue-emansipasie

En Dash

In English, the en dash is used in number ranges, such as those specifying page numbers. In Afrikaans, however, the hyphen is used in such cases. The hyphen is also used in combination with a symbol in Afrikaans.

Example: **9 mm-pistool; 5 l-bottels, A4-formaat.**

Ellipses (Suspension Points)

- Keep in mind the following when using ellipses/suspension points:
- An ellipse consists of three dots only
- If the English source text uses a single character for the ellipse, use the single character in Afrikaans. If the English source text uses three separate dots for the ellipse, use three separate dots in Afrikaans.
- According to the most recent edition of Norme vir Afrikaans, there should be no spaces between the dots, but there should always be a space between the dots and any word that follows or precedes it. There should be no space between the dots and a punctuation mark that follows it.
- No full stop appears (as fourth dot) if the ellipse falls at the end of a sentence.

Example: **Werkers wat heeldag slaap …?**

Example: **"Ek het jou mos gewaarsku …," het sy gesê.**

Full stop

A full stop is used to end the sentence.

Example: Dit is die einde.

Full stops are also used for abbreviations, the rules can be found in Chapter 3 of 2009 AWS.

Quotation Marks

Please follow basic rules for the use of quotation marks in Afrikaans. The default quotation marks are double quotes in both the initial and final positions, both in the raised (above the line) position. Use single quotes within double quotes. Please ensure that both the initial and the final quotation marks are present.

Both straight and curly quotes are acceptable in Afrikaans. For consistency, use the same quoting style that is used in the English source text.

Example: **"In 'Siener in die suburbs' word die vraag gestel of 'eendsterte' normale lewens kan lei."**

Parentheses

In English, there is no space between the parentheses and the text inside them. Afrikaans follows this style convention,

Example: **"Ek gaan volgende week (Dinsdag en Woensdag) in die Kaap wees."**

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.

In Afrikaans, sentence fragments often come across as abrupt or artificially short. When you encounter such sentence fragments in the English source text, try to find a suitably short expression in Afrikaans, but do not be afraid to translate it with a slightly longer phrase.

en-US source	Afrikaans long form	Afrikaans sentence fragment
Don't hesitate to contact us to find out more	Moenie skroom om ons te kontak om meer uit te vind nie	Kontak ons vir meer inligting
Cut-price calls abroad from any phone	Maak vanaf enige foon oproepe oorsee teen skerp verlaagde tariewe	Oproep oorsee vanaf enige foon teen skerp verlaagde tariewe

4.1.16 Symbols

Ampersand (&)

For the ampersand symbol - always translate "&" as "and" 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.

4.1.17 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.

Afrikaans has very simple tenses, and one can't make it more informal by simply changing the tense. The only exception is that narrative text uses the present tense, in contrast with English that uses the past tense. If you find that the English source text uses a simple present tense where a perfect tense would be more usual, simply translate it in Afrikaans in the most appropriate way, even if the Afrikaans is longer or has to use the passive voice.

Do not use an English verb as loan word in Afrikaans, unless you are confident that the word should be recognised as a fully-fledged Afrikaans word. Try to never borrow English verbs. However, if you do borrow such a verb, treat it like you would treat an Afrikaans verb, i.e. it should follow the syntactic and morphological rules of the target language.

Let's assume, strictly for example, that the verbs "chat" and "erase" are borrowed. Then write "gechat" and "geërase" (not ge-chat and ge-erase), "chattery" and "erasery" (not chat-ery and erase-ery), "chatsessie" and "kitserase" (not chat-sessie and kits-erase, unless a hyphen would normally have been used for any Afrikaans word).

However, try to avoid borrowing verbs at all costs.

Continuous operations are usually expressed in English with a gerund, which should be translated into Afrikaans. Translating gerunds very often is quite difficult in Afrikaans, and using a nominalized form of the verb may result in very awkward translations. Nominalization may be achieved by using a derived noun (e.g. by means of a suffix like -ing). If this route is followed, translators should take note of rules 14.24–14.26 of 2009 AWS. Every verb in Afrikaans can also be used as a noun without any morphological change, and this may well be a better option than deriving a noun from the verb. However, this may also lead to awkward translations. Either format will probably require the definite article and the insertion of a preposition, such as van. Despite the need for consistency, translators should consider using a verb format for heading should a particular nominalized heading be idiomatically awkward. In the examples in the table below, such an alternative may be "Hoe om 'n lêer te stuur" or "Hoe om style te gebruik," for instance.

Be consistent in how you translate verbs in error messages.

There are a few important matters to remember about verb (and participle) use in Afrikaans:

1. For the use of ge-/-ge- in certain verb categories, see rules 17.1–17.8 in 2009 AWS. Consistency where alternatives are possible is crucial.
2. While the verb (or the main verb of a complex verb) very often occurs later in the sentence than in English, it is a misconception to think that all verbs should be placed "at the end of a sentence." **Subject to maintaining idiomaticity**, verbs should be placed as close to their subjects as possible, especially in complex sentences. Care should be taken not to string several verbs belonging to different clauses together at the end of a complex sentence.
3. Care should be taken to split phrasal verbs correctly in the applicable types of sentences. See inter alia rules 14.48–50, 17.2 and 17.3 of 2009 AWS.
4. Note that predicates belonging to different clauses are separated by a comma.
5. The verb to be (Afr. wees/is/was) may be omitted in certain (short) sentences, but this should be done sparingly and, in the same lexical environment, consistently.
6. Generally speaking the English modal auxiliary may is translated as kan, while mag should be reserved for instances where permission is granted or where a negative (e.g. geen, nie) or restrictive adverb (e.g. slegs) occurs. Instead of kan, sal plus a modal adverb (e.g. dalk, miskien) may sometimes be more appropriate.

en-US source	Afrikaans target	Explanation
The document is too large. Document too large.	Die dokument is te groot.	Be consistent in your usage of the verb "to be."
Access was denied. Access denied.	Toegang geweier.	In complete sentences, use verbs and the same tense as in the source string.
The file '%s' is an unknown graphics format.	Die lêer '%s' het 'n onbekende grafikaformaat.	Rephrase "is" with "have" if necessary to produce an appropriate translation.
The application may attempt to convert the graphic.	Die toepassing sal miskien probeer om die grafika te omskep.	may + Verb can be rephrased as Verb + possibly.
A problem occurred while trying to connect to the network share '%1!s!'.	Daar was 'n probleem met verbinding aan die gedeelde netwerk '%1s!'.	Shorten and rephrase if necessary to "A problem occurred while connecting to the network share '%1!s!'."

en-US source	Afrikaans target	Explanation
The following error occurred: '%1!s!' (error #%2!lx!).	(+) Die volgende fout het voorgekom: '%1!s!' (fout no. %2!lx!)	Shorten this construction where possible, e.g. Error: '%1!s!' (error #%2!lx!). If the symbol # means "number," translate it in Afrikaans as "nommer" or "no."
An unknown error has occurred./ No error occurred.	(+) 'n Onbekende fout het voorgekom. / Geen fout het voorgekom nie.	Shorten this construction where possible, e.g. Unknown error. / No error.

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 Afrikaans, 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 Afrikaans-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™). Before translating any application, product, or feature name, please verify that it is in fact translatable and not protected in any way. This information needs to be obtained from the MS team.

In Afrikaans these words are rarely translated, if at all and generally follow the source text.

Version Numbers

Version numbers always contain a period (e.g. Version 4.2). Please note the following punctuation examples of "Version x.x":

US English	Afrikaans target
Version 4.2	Weergawe 4.2

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

5.3 Trademarks

Trademarked names and the name Microsoft Corporation shouldn't be localized unless local laws require translation and an approved translated form of the trademark is available. A list of Microsoft trademarks is available for your reference at the following location: https://www.microsoft.com/en-us/legal/intellectualproperty/trademarks

5.4 Software considerations

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

5.4.1 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.

5.4.2 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.

English term	Correct Afrikaans translation
Something went wrong	Iets het foutgegaan
Not enough memory to process this command.	Daar is nie genoeg geheue om hierdie bevel uit te voer nie.

Afrikaans 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.

Example: "Cannot connect to the internet." is translated as "**Kan nie koppel aan die Internet nie.**"

Standard Phrases in Error Messages

The phrases below 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:

English	Translation	Example
Cannot … Could not …	Kan nie… Kon nie…	Kon nie die lêer kry nie.
Failed to … Failure of …	Kan nie… Kon nie…	Kon nie verbind nie.
Cannot find … Could not find … Unable to find … Unable to locate …	Kan nie… Kon nie… Kon nie… kry nie Kon nie… vind nie	Kon nie die aandrywersagteware kry nie.
Not enough memory Insufficient memory There is not enough memory There is not enough memory available	Nie genoeg geheue nie Onvoldoende geheue Die geheue is nie genoeg nie Daar is nie genoeg geheue beskikbaar nie	Geheue onvoldoende.
… is not available … is unavailable	…is nie beskikbaar nie …is nie beskikbaar nie	Die bevel is nie beskikbaar nie.

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."

5.4.3 Keys

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

Afrikaans follows the same principle.

English Key Name	Afrikaans Key Name
Alt	Alt
Backspace	Terugspasieer
Break	Break
Caps Lock	Kasslot
Ctrl	Ctrl
Delete	Delete
Down Arrow	Af-pyl
End	End
Enter	Enter
Esc	Esc
Home	Home
Insert	Insert

English Key Name	Afrikaans Key Name
Left Arrow	Links-pyl
Num Lock	Nommerslot
Page Down	Page Down
Page Up	Page Up
Pause	Pause
Right Arrow	Regs-pyl
Scroll Lock	Rolslot
Shift	Shift
Spacebar	Spasiebalk
Tab	Tabuleerder
Up Arrow	Op-pyl
Windows key	Windows-sleutel
print screen	Print Screen
menu key	Menu-sleutel

5.4.4 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.

Examples:

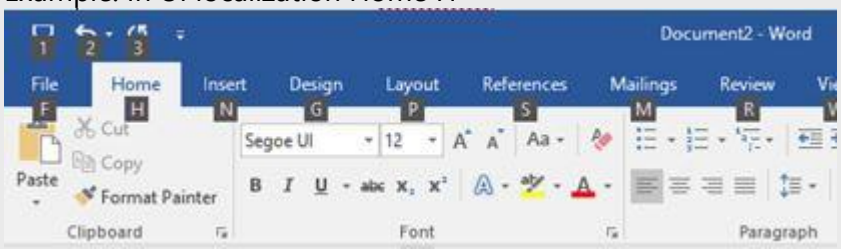
New

Cancel

Options

Keyboard shortcuts special options	Usage: Is it allowed?	Notes
"Slim characters," such as I, l, t, r, f can be used as keyboard shortcuts	yes	
Characters with downstrokes, such as g, j, y, p and q can be used as keyboard shortcuts	yes	Avoid using g as a keyboard shortcut.
Extended characters can be used as keyboard shortcuts	no	It would be very difficult to insert a vowel with diacritics and use Ctrl, Alt, etc. at the same time.
An additional letter, appearing between brackets after item name, can be used as a keyboard shortcut	yes	
A number, appearing between brackets after item name, can be used as a keyboard shortcut	yes	
A punctuation sign, appearing between brackets after item name, can be used as a keyboard shortcut	yes	In principle it would be acceptable, but do not use keys that also require Shift to be pressed.
Duplicate keyboard shortcuts are allowed when no other character is available	yes	
No keyboard shortcut is assigned when no more characters are available (minor options only)	yes	

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

Term	Usage
access key	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. Example: F in Alt+F Example in UI localization: H&ome In keyboard shortcuts, most access keys are used with the Alt key.
key tip	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 
shortcut key	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. 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.

5.4.5 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. The same principle should be followed in the Afrikaans translation.

5.4.6 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. This general principle holds true for Afrikaans as well.

Standard Shortcut Keys

US Command	US English Shortcut Key	Afrikaans Command	Afrikaans Shortcut key
General Windows Shortcut keys			
Help window	F1	Hulpvenster	F1
Context-sensitive Help	Shift+F1	Kontekssensitiewe hulp	Shift+F1
Display pop-up menu	Shift+F10	Wys opspringerkieslys	Shift+F10
Cancel	Esc	Kanselleer	Esc
Activate\Deactivate menu bar mode	F10	Aktiveer/deaktiveer kiesbalkmodus	F10
Switch to the next primary application	Alt+Tab	Skakel oor na die volgende primêre program	Alt+Tabuleerder
Display next window	Alt+Esc	Wys volgende venster	Alt+Esc
Display pop-up menu for the window	Alt+Spacebar	Wys opspringkieslys vir die venster	Alt+Spasiebalk
Display pop-up menu for the active child window	Alt+-	Wys opspringkieslys vir die aktiewe kind-venster	Alt+-
Display property sheet for current selection	Alt+Enter	Wys eienskapbladsy vir huidige seleksie	Alt+Enter
Close active application window	Alt+F4	Maak aktiewe program se venster toe	Alt+F4

US Command	US English Shortcut Key	Afrikaans Command	Afrikaans Shortcut key
Switch to next window within (modeless-compliant) application	Alt+F6	Skakel oor na volgende venster in (modusloos voldoenende) program	Alt+F6
Capture active window image to the Clipboard	Alt+PrntScrn	Neem aktiewe venster se beeld na die knipbord	Alt+PrntScrn
Capture desktop image to the Clipboard	PrntScrn	Neem werkskermbeeld na die knipbord	PrntScrn
Access Start button in taskbar	Ctrl+Esc	Gebruik Begin-knoppie in taakbalk	Ctrl+Esc
Display next child window	Ctrl+F6	Wys volgende kind-venster	Ctrl+F6
Display next tabbed pane	Ctrl+Tab	Wys volgende duimgids-paneel	Ctrl+Tabuleerder
Launch Task Manager and system initialization	Ctrl+Shift+Esc	Begin Taakbestuurder en stelselaanvang	Ctrl+Shift+Esc
		File Menu	
File New	Ctrl+N	Lêer Nuwe	Ctrl+N
File Open	Ctrl+O	Lêer Maak oop	Ctrl+O
File Close	Ctrl+F4	Lêer Maak toe	Ctrl+F4
File Save	Ctrl+S	Lêer Stoor	Ctrl+S
File Save as	F12	Lêer Stoor as	F12
File Print Preview	Ctrl+F2	Lêer Drukvoorskou	Ctrl+F2
File Print	Ctrl+P	Lêer Druk	Ctrl+P

US Command	US English Shortcut Key	Afrikaans Command	Afrikaans Shortcut key
File Exit	Alt+F4	Lêer Verlaat	Alt+F4
		Edit Menu	
Edit Undo	Ctrl+Z	Redigeer Ontdoen	Ctrl+Z
Edit Repeat	Ctrl+Y	Redigeer Herdoen	Ctrl+Y
Edit Cut	Ctrl+X	Redigeer Knip	Ctrl+X
Edit Copy	Ctrl+C	Redigeer Kopieer	Ctrl+C
Edit Paste	Ctrl+V	Redigeer Plak	Ctrl+V
Edit Delete	Ctrl+Backspace	Redigeer Skrap	Ctrl+Terugspasieerder
Edit Select All	Ctrl+A	Redigeer Kies almal	Ctrl+A
Edit Find	Ctrl+F	Redigeer Vind	Ctrl+F
Edit Replace	Ctrl+H	Redigeer Vervang	Ctrl+H
Edit Go To	Ctrl+G	Redigeer Gaan na	Ctrl+G
		Help Menu	
Help	F1	Hulp	F1
		Font Format	
Italic	Ctrl+I	Skuinsdruk	Ctrl+I
Bold	Ctrl+B	Vetdruk	Ctrl+B
Underlined\Word underline	Ctrl+U	Onderstreep/Onderstreep woord	Ctrl+U
Large caps	Ctrl+Shift+A	Groot hoofletters	Ctrl+Shift+A
Small caps	Ctrl+Shift+K	Klein hoofletters	Ctrl+Shift+K
		Paragraph Format	
Centered	Ctrl+E	Gesentreer	Ctrl+E

US Command	US English Shortcut Key	Afrikaans Command	Afrikaans Shortcut key
Left aligned	Ctrl+L	Links-belyn	Ctrl+L
Right aligned	Ctrl+R	Regs-belyn	Ctrl+R
Justified	Ctrl+J	Gelyk-belyn	Ctrl+J

5.5 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.

5.5.1 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 (including the soft "r," even though Afrikaans does not use the soft "r" at all).

If an acronym consists of only uppercase letters, it should be pronounced as separate Afrikaans letters and not as if it was a word. For example, "URL" in Afrikaans should be pronounced as U-R-L, and not as a word that rhymes with "girl."

If an acronym contains both uppercase and lowercase letters, and looks English, it should be pronounced as if it was an English name. In the very rare cases that a mixed case acronym does not look English, then the lowercase portion should be pronounced

as an Afrikaans word, and the uppercase portion should be pronounced as individual letters in Afrikaans.

Any English word that was borrowed directly into Afrikaans should be pronounced as it is pronounced in English. For example, if "chat" (for argument's sake) was borrowed directly, as in "gechat," it should be pronounced exactly as in English. An English word that was transliterated into Afrikaans should be pronounced the way a speaker who is unaware of the English word would have pronounced the Afrikaans word, if he had seen it in print for the first time. For example, if the word "chat" was borrowed as "tsjêt," it should be pronounced the way it is written (with a more flat "e"), even if it ends up being pronounced different from the original word "chat."

In Afrikaans, an acronym that is written in all capital letters must be pronounced as individual letters. If an acronym is to be pronounced as a word, then it must be written in lowercase (with a capital or lowercase initial letter). For example, "ACME" should be pronounced as individual letters, i.e. A-C-M-E, but "Acme" or "acme" should be pronounced as a word.

To listen the "Skype" pronunciation please click on the picture below.



URLs

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

"www" should be pronounced as three separate letters, as if it said "W-W-W."

The "dot" should not be omitted, and should be pronounced as the Afrikaans word "punt" (not the Afrikaans word "dot").

Example	Phonetics
http://www.microsoft.com	W W W punt microsoft punt com

Punctuation Marks

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

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

Special Characters

Pronounce special characters such as / \ ˇ < > + - using the Afrikaans translations approved in the Language Portal.

5.5.2 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.

The text should be translated using a semi-formal, courteous tone, that is, the user should in all cases be treated as an adult/mature professional. In most cases where English uses imperatives, Afrikaans will use them too. The following must be borne in mind, however:

1. Strings containing imperative verbs can come across as too curt or abrupt. Care should be taken to tone them down where necessary, for instance by adding the polite "asseblief" ("please") or in another way, e.g. "Plaas asseblief die skyf in die speler."
2. Curt commands can often be avoided by using the passive voice plus the modal "moet" ("must, should"), e.g. "Die skyf moet nou ingesit word" ("Insert the disk now"), or even the active voice plus "moet": "Jy moet nou die skyf insit" ("You should now insert the disk"). Please note that this type of passive usage is very common in Afrikaans and need not be avoided as a matter of principle.
3. Afrikaans uses two forms of direct address (second person), namely the polite form "u" (singular and plural, second person; possessive pronoun the same) and the familiar form "jy/jou" (singular, second person/possessive ["you/your"]). Modern Microsoft Voice uses the familiar form.

One also has to consider the fact that users tend to develop a certain "relationship" with their computers—they become "friendly" or "familiar" with their computers—and so the continued use of "u" would probably become annoying or "unnatural."

In view, therefore, of the changing social standards and attitudes, in view of the fact that by far the greater majority of computer users are of the younger generation and in view of the

Microsoft tone advocated in this document, Afrikaans should use "jy/jou" where the direct form of address is advisable.

5.5.3 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