



Language Line
services

Guide to free Downloads

This short guide will help you get the most out of the free statements that we provide. Most of the statements advertise the availability of translations in different languages, which you can put on the back of leaflets in English, or on correspondence, questionnaires etc. There is also the standard greeting 'Welcome' and the name of the language.

1. Downloading and identifying the files

When you select **download**, the files will download in a WinZip format. You should then use WinZip to extract these individual files into a folder on your computer. If you do not have WinZip you can download it for free from www.winzip.com

The WinZip archive, when expanded, has a folder for each language (34 in all). Within those folders there are files called for example 1_Russian.tif, 2_Russian.tif etc.


The table below lists the file text in English and an example of the translation in French is given on the right. Note where XXXXXX appears– this is the language name *in that language*: if you read French you can see that "français" is inserted here in the translation.

Number	English text says...	Foreign text example... (French translation)
1	Welcome	Bienvenue
2	We are committed to a policy of equal access to information	Nous nous engageons à une politique d'accès égal aux informations.
3	If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.	Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.
4	If you would like information in another language or format, please ask us	Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.
5	This document is available in XXXXX upon request.	Ce document est disponible en français sur simple demande
6	A summary of this document is also available in XXXXX upon request.	Un résumé de ce document est également disponible en français sur simple demande.
7	This document is also available on audiotape upon request.	Ce document est également disponible en cassette audio sur simple demande.
8	This document is also available in other languages, large print, and audio format upon request.	Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.
9	(name of the language)	français
10	A version of this document in XXXXXX is available on the internet at:	Une version de ce document en français est disponible sur l'internet à :

For example, on the back of a leaflet, you can advertise that it is available in the foreign languages that you offer. If your leaflet is a large format and you have enough space, you may wish to use statement 4. However, if you are short on space, then statement 5 provides a suitable solution.

1.1 Other advice

We recommend that you then put your contact details clearly on the same page as these statements. To universally indicate telephone numbers, we suggest you consider using graphical representations instead of English wording. This is easier for non-English speaking people to understand, e.g.

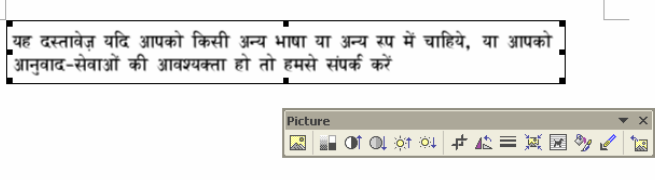
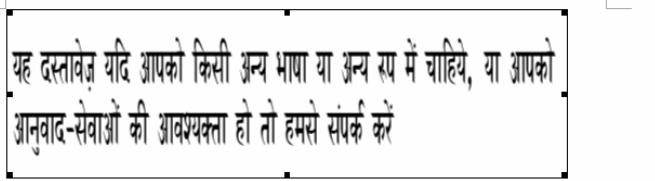
Tel: 020 7555 5400	✗
 020 7555 5400	✓

These symbols, and symbols such as (✉ for address) can be found in Microsoft Word by going to Insert / Symbol, and choosing a Font such as Wingdings.

1.2 How to insert a file into Word

If you want to insert the statements into a Word document, then you simply do this in the same way you would add clip art images. This is available on the Insert menu. Choose Insert Picture ... From File and a box will open allowing you to insert the picture.

You can resize the images to fit your document. You should take care to drag the *corner* to resize the box and keep the same proportions so that the text does not distort.

	✓
	✗

2. Technical information

2.1 File formats

The file format of the statements is TIFF (Tagged Image File Format). This is a format used for pictures and one of the most suitable and versatile formats for both in-house laser printing and commercial printing. It is a *bitmap* format, which means that if you make it larger, you will reduce the resolution. At their current size (which is designed to fit the width of an A4 page) these files have 600 dots per inch, which is high enough for most printing uses.

Most of the languages can't be provided in Word format, as they use special fonts or characters. The files are therefore not editable, which is usually not desirable as there is the possibility that editing a file could introduce errors. For consistency reasons, even languages without complex scripts have not been provided in Word.

2.2 Manipulating the format of the statements

If you are a competent user of graphics packages such as Photoshop, you can alter the formats of the statements to suit your specific needs, e.g. changing the colours or background. You can also manipulate easily into other file formats such as GIF or JPEG using most image editing software.

2.3 Using the files for commercial printing

The TIFF format should be suitable for most commercial printing, as they are recognised by all professional DTP programs, such as Quark XPress and Pagemaker. You should still always check first with your printers that they can handle the file format provided by sending them a sample.

EPS files are sometimes requested by printers and graphic designers. We are not currently offering the statements in EPS format although we can create this format as a bespoke service for a fee – please contact your Account Manager.

2.4 If these statements still do not provide a solution to your needs...

We have developed these statements in the hope that they will provide a ready-made solution to some of the most commonly requested small translations. If these do not meet your needs, your Account Manager can advise you in more detail on a tailor-made solution.