

Language & Translation Customization Guide

Complete this form to customize your speech recognition and translation experience.

Section 1: Key Terms

Key terms are important words that our speech recognition engine should listen out for. These are typically words that might otherwise be misheard or not recognized correctly.

You can add up to 50 key terms. These can be anything, names, nouns, technical terms, specific acronyms, or even short phrases.

Example: A school district might add terms like "photosynthesis", "Punnett square", "IEP", or "Mrs. Gonzalez".

Tip: Think about jargon, product names, people's names, place names, technical vocabulary, acronyms, and any words unique to your organization or industry.

[illegible]

Section 2: Word & Spelling Replacements

Sometimes the ILA might display a word differently from how you want it. This could be a misspelling, a misinterpretation, or simply a word that isn't being recognized correctly.

Use this section to tell us what the ILA currently shows and what you want it to show instead.

Example: If the ILA displays "Devit" when someone says "Debit", you can force it to show "Debit" instead.

[illegible]

Section 3: Acronyms

If your organization uses acronyms or abbreviations, list them here. We can handle this in three ways:

- **Expand an acronym into its full term** — e.g. someone says "IEP" and the system displays "Individualized Education Program"
- **Shorten a full term into an acronym** — e.g. someone says "Individualized Education Program" and the system displays "IEP"
- **Keep an acronym as-is** — ensure the system always displays "IEP" rather than misinterpreting it as another word

[illegible]

Section 4: Translation Context

Our translation engine can produce better results when it understands the context of your conversations. Tell us about your environment and the system will automatically adapt its translations to be more relevant and accurate.

What to include: Your industry, the type of conversations being translated, the setting (hospital, school, courthouse, hotel, etc.), and any other relevant details.

Tip: The more detail you provide, the better. For example: "K-12 public school district, parent-teacher conferences, special education meetings, and front office interactions with Spanish-speaking families."

Question	Your Answer
What is your industry?	
What type of conversations will be translated?	
What is the typical setting?	
Who are the typical speakers?	
Any other relevant context?	

Section 5: Translation Style

Our translation engine supports three different styles. We will set one as your default, but it helps to understand which style best suits your needs.

Style	What It Does	Best For
Faithful	Produces precise, terminology-consistent translations. Keeps the core meaning and structure of the source text fully intact. Does not take liberties with wording.	Legal, medical, technical, and compliance content where exact wording matters. When you do not want meaning to be reinterpreted across languages.
Fluid	Balances accuracy with natural readability. Translations feel smooth and conversational while staying true to the original meaning. May lightly rephrase for clarity.	Everyday conversations, customer support, parent-teacher meetings, and general business communication. Recommended for most customers.
Creative	Takes more liberties to prioritize how the message feels in the target language. Focuses on emotional tone and impact over word-for-word accuracy.	Marketing, storytelling, literature, and any content where tone and engagement matter more than a literal translation.

Tip: We recommend **Fluid** for most customers. It gives you the best balance of accuracy and natural-sounding translations. In legal or compliance settings, Faithful ensures nothing is reinterpreted. Creative is best when the feeling of the message matters more than the exact words.

Your preferred style	Reason (optional)

Section 6: Translation Helpers

Translation helps let you set manual translations for specific words or sentences. If there is a particular phrase or term you always want translated a certain way in a specific language, list it here.

Simply tell us the language and the exact translation you want. We will make sure the system always uses your preferred translation. *You are also able to have a specific translation set from any language into English.*

Example: You might want the English phrase "thank you sir" to always appear as "gracias señor" in Spanish, rather than whatever the system generates automatically.

[illegible]

Section 7: Common Phrases

Common phrases are pre-set messages that appear in a drop-down menu on the ILA. During a conversation, you can tap a phrase to send it instantly — no typing or speaking required.

Phrases are organized into categories (e.g. "Front Desk", "Nurse's Office", "Greetings") so they are easy to find quickly.

You may also want to add a **welcome phrase** that shows up immediately as you enter any type of room. This could be, for example, "Hello, welcome to our school/organization." In order to set this up, simply mention this is a welcome message in the form below.

Writing Effective Phrases

Use full, clear sentences with enough context to translate well into other languages. Avoid short, vague phrases or metaphors.

✗ Don't write:	✓ Do write:
<i>Which building?</i>	<i>Which building location are you looking for?</i>
<i>Allergies?</i>	<i>Do you have any food allergies?</i>
<i>Hang tight</i>	<i>Please wait, someone will be with you shortly.</i>

Important: Each phrase has a maximum of 150 characters. Stay away from metaphors and slang — use phrases that will translate clearly into multiple languages.

How Phrases Get Translated

There are two ways your phrases will be translated for guests:

- **ILA Translation (recommended)** — Simply write your phrases in English. The ILA's will automatically translate them into the guest's language in real-time. This is the easiest option and works for the majority of use cases.
- **Direct Translation** — If you need a specific, exact translation for a particular language (e.g. a medical or legal term that must be worded precisely), you can provide the translation yourself. Just write the phrase, specify the language, and provide your translation.

Tip: For most customers, ILA translation is all you need. Only use direct translation if you have a specific phrase that must be worded a very particular way in a specific language.

This is where you can find all your common phrases.



Your Common Phrases

[illegible]

[illegible]

Direct Translations (optional)

Only fill this in if you need a specific phrase translated in an exact way for a particular language.
For each phrase, provide one row per language.

[illegible]

Section 8: Questions & Answers

You can set up pre-written questions with specific answer options. When a question is sent, the recipient can tap one of the preset answers to respond instantly.

Like common phrases, questions and answers can be organized into categories. The same writing guidelines apply — use full, clear sentences that translate well.

Example: A nurse might send "Are you in pain?" and the patient can tap "Yes", "No", or "A little".

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Section 9: Video URLs

If you have videos you would like to share during conversations, you can add their URLs here. Videos will appear in the same drop-down menu as common phrases and questions, and can be sent through the chat.

Important note: Videos are not translated, they will be sent in the language they are in. You can, however, set specific videos URLs for specific languages if you need to.

As long as you have a URL to the video, it can be added.

Example: A school might add a welcome video or a safety instructional video that can be sent to parents during meetings.

Category	Label (what the user sees)	Video URL
<i>e.g. Welcome</i>	<i>e.g. School Welcome Video</i>	<i>e.g. https://youtube.com/watch?v=abc123</i>
<i>e.g. Safety</i>	<i>e.g. Emergency Procedures</i>	<i>e.g. https://vimeo.com/456789</i>

Once complete, please return this document to support@translatelive.com.

We will import your customization and have everything configured for you. All customizations will be implemented to the best of the ILA's current capabilities. In rare cases, certain items may require minor adjustments during setup. Our team will notify you if anything needs to be adapted.

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