Language Alternates FAQ

Q: What languages are currently offered?

A: Chinese (simplified), Dutch (Netherlands), English (United States), French, German, Italian, Japanese, Portuguese (Brazil), and Spanish (Spain) are offered.

Q: How do you apply additional language options to a show?

A: Go into the Show Properties area and click on the "Options" tab. Select which languages you want to use in the "Languages Allowed" area. English is checked by default.

Q: What is a language alternate and how do you add language alternates?

A: When users create text records in the Admin Portal for a show, they can also add translations of the entered text in the system's supported languages by creating language alternates. To do so, click on the "Edit Language Alternates" icon

( ). Click "Add New" and select the language from the drop-down menu. Enter the alternate text. Repeat this for each applicable language and click "Done."

      NOTE: You need to be sure to save the applicable record in order to save the language alternates entered.

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Q: How do you test a language alternates show?

A: We recommend setting up a test user for each language you are using. Make sure that you select the language when creating each user. Log into the show with each test user to test the different languages (French language test user to see the show in French, etc.).

      NOTE: System users can only see the show in English.

Q: Do booths have multiple language support?

A: It depends on the booth layout. To ensure that a booth has support for additional languages, select a booth layout that states that it has language alternate capabilities.

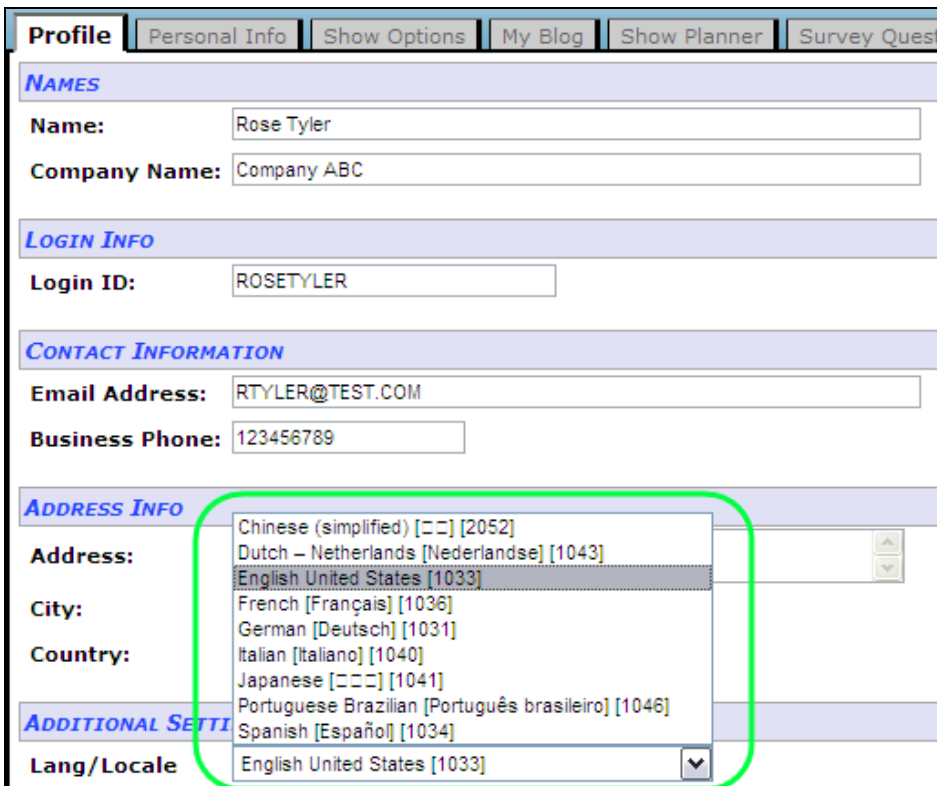**Q: What areas of the show have language alternate capabilities?**

A: All areas of the show fully support our supported languages. The language alternates provide a method of entering translations for areas of the show that the user creates. You can add language alternates to any area where you see this icon:

Q: What areas of the show can be filtered by language?

A: Events, Banner Ads, User Profile, Profile Tabs, Exhibitor Profile, and Quick Registration.

Q: Where can users set their local language?

A: The user will need to go to their profile, select their language from the "Language/Locale" drop-down menu, and save changes.

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Q: Can translations be imported and exported instead of entering everything individually?

A: Yes. Go to the "Show Tools" area in the Show Setup Menu. To export a CSV file that lists all of the show's language alternate entries, choose the sections that you want to export and click the "Export" button.

> NOTE: Columns will only appear for the languages you selected in Show Properties.

To upload language alternate translations, use an exported CSV file as a template and fill in the translations for the different languages you are using.

> NOTE: You MUST export records in order to be able to import the language alternates. The Import requires specific information which is included in the export file to be able to create the applicable language alternates for a record. Do NOT modify values in the export file. If you are not translating a particular field to a language, leave that column empty.

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Then browse for this file, select it, and click the "Upload" button.

Q: How does chat translation work?

A: Chat translation within a show is automatically available if you are chatting with a user who has selected a different language than you. When they type a message to you, you will see their original message in their language as well as the translated message in your language. Chat translations are provided by Google.