

## ***Working with accented text (Windows)***

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### ***On the Public Workstation Facility (PWF)***

The computers running Windows on the PWF all have suitable fonts for displaying documents and web pages containing accented characters, and have Microsoft's multilingual keyboards enabled, so that you can switch to a foreign-language keyboard layout for typing.

If you are using your own PC, you will probably need to install the foreign keyboards as they is not part of the standard basic install. A brief explanation of how to do this is included at the end of this document.

### ***Using the Microsoft Language Keyboards***

**NOTE:** MS Word has pre-set keyboard shortcuts for the most common West European accents. These are probably the most convenient way to enter languages such as French and Italian, and you can find which key combinations produce the accents by doing Insert > Symbol then selecting the character you want to insert and making a note of the key combination which Word offers as an alternative way to enter it.

1. Open your document in a suitable word processing program, such as MS Word.
2. Click the Keyboard Language indicator on the bottom right of the screen. This appears as the letters **EN** (for **ENglish**) by default.
3. You should see a pop-up menu with a large number of keyboard layouts. Select one that looks appropriate for you. You should now find that various accented letters are available.

Find which keys represent the various characters by looking at the Microsoft Visual keyboard.

1. Double click the MS Visual keyboard in Word and Text Processing.
2. Use the Keyboard Language indicator to change to the correct keyboard.
3. You should see the Visual keyboard change to letters with accents. You can also use the Visual keyboard to enter characters into a document by clicking its keys with your mouse.

Before starting a large-scale project we strongly advise that you experiment with small test files to make sure that what you want to achieve will actually be possible. If you are collaborating with other people you need to do some tests to ensure you will all be able to read any files you want to share.

### ***Viewing Foreign-Language Pages on the Web***

Find a suitable site to test your browser's ability to display foreign characters. For example <http://www.bbc.co.uk/mundo/> is a suitable web page to test your browser settings if you want to view Spanish.

Your browser will normally select suitable local fonts and encodings to display the pages without any need for action on your part. However, this sometimes does not happen and you may need to set the encoding manually. Select Encoding from the View menu and try out some of the most likely possibilities.

### ***Email***

Hermes Webmail, Thunderbird and MS Outlook can all send and receive text with accents. All three are available on the PWF in the Email folder.

Note that the standard keyboard shortcuts available in MS Word will not work in other programs, so you will not be able to use them when you want to type email, unless you type into Word and use copy/paste

to create the email. To enter accented characters directly into your emails you need to set up a foreign keyboard as described in the first part of this leaflet. If you have been used to using Word's shortcuts you will probably find that the easiest keyboard is US with International layout as this sets up very similar combinations.

Thunderbird and Outlook are able to send text in a variety of encodings. You may need to exchange some test messages with your colleagues to discover the optimum language settings, which may vary depending on the operating system they are using. Try the default setting first. If this is not successful it is worth trying the two Unicode options, UTF-8 or UTF-7. E-mail is most likely to work if both parties are using the same kind of computer (i.e. both Macs or both PCs).

Hermes Webmail is designed to be simple and straightforward, so is probably the best option if you are not confident about changing your settings. It will transmit email in Unicode, which is the most modern standard.

We have found that **Thunderbird** is generally the best of the three programs if you prefer to be able to customise your email settings.

### ***Customising a personal machine to read and write with foreign accents***

You should only need to do this once and the settings will be retained.

1. Click the **Start** menu button at the bottom left of the screen and select **Control Panel** from the menu which pops up.
2. Double click on **Date, Time, Language and Regional Options**.
3. Click on **Regional and Language Options**.
4. Click the **Languages** tab.
5. Click the **Details** button.
6. Click **Add**.
7. Pull down the Input language menu to select the keyboard you want (you may need to scroll up and down to find it). Close each window in turn by clicking **OK**.
8. You should now find that an extra keyboard has been added to the pop-up menu which opens when you click on the Keyboard Language indicator which appears as the letters **EN** on the bottom right of the screen.
9. Note that it is possible to achieve additional customisation within a given language keyboard. For example you can select the standard English language keyboard and add another layout, such as US international so that the basic keyboard is English but keyboard shortcuts produce accented letters.

### ***Further Advice***

If you have any problems using the PWF for foreign language work or need any further advice, please contact the Computing Service Literary and Language Support specialist on 35029 or email [ll-support@ucs.cam.ac.uk](mailto:ll-support@ucs.cam.ac.uk)

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