PERFORMANCE ALERT

********* Google Translate *********

Google Translate is a free multilingual machine translation service developed by Google to translate text.

Use this tool to translate Text-to-911 communications in a foreign language.

You will be utilizing the text translation portion of Google Translate, though it can also translate speech, images and video in its feature set.
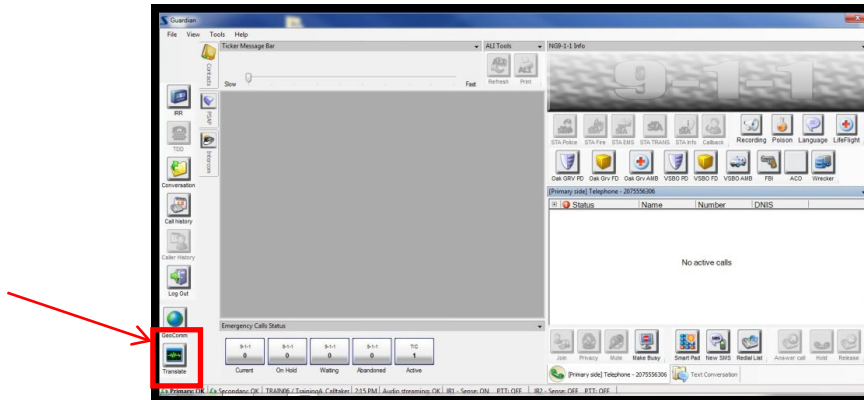
Overview of the Google Translate Screen
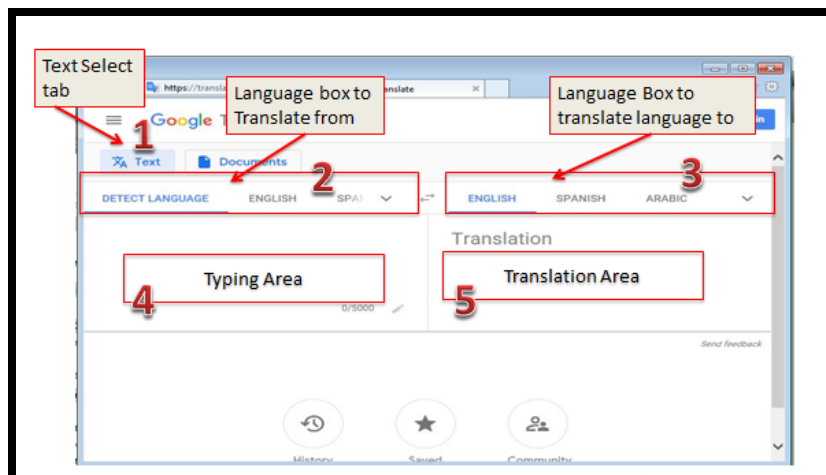
Legend corresponding to image above:

Box 1:   "Text" select tab, this needs to be on "Text" to translate typed information.

Box 2:   Language selections box (left side), is used for the language you are translating **from**. When setting this one you may want to pick "Detect Language" this will allow the system to determine what language you are translating.

Box 3:   Language selection box (right side) is for the language translated **to**.

Box 4:   Area to type the text to be translated **from**.

Box 5:   Area of translated text.

Google Translate One Touch Button

The Google Translate one touch button is located on the left nav bar in the Solacom Guardian. It is the last button on the list labeled "Translate".

This will open Internet Explorer in a second screen over the GeoLynx Map system. You will need to toggle between the screens as needed to utilize both programs.

Text-to-911 answered

Now that you have received a message from the incoming text caller and the Text Conversation window is open with a message, you are able to proceed with the communication.
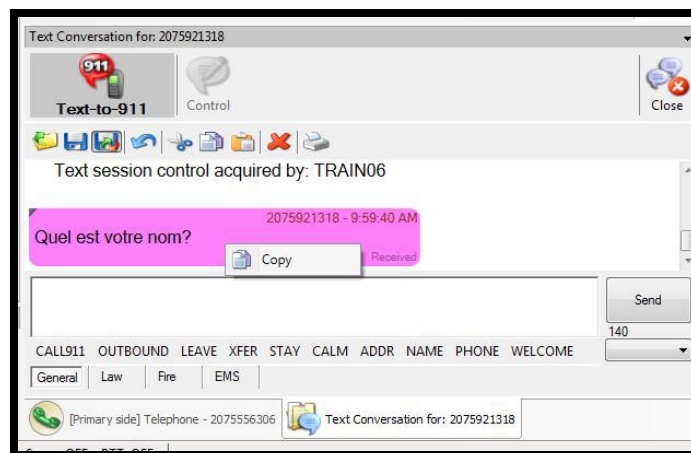

When the message is in a language you do not recognize, use Google Translate to determine what the text caller is saying.

Click on "Translate" in the left nav bar to open the Google Translate website. You can copy and paste from the Guardian Text Conversation window by right clicking the text balloon and selecting "Copy".

Preparing Google Translate

Setup prior to entering text information.
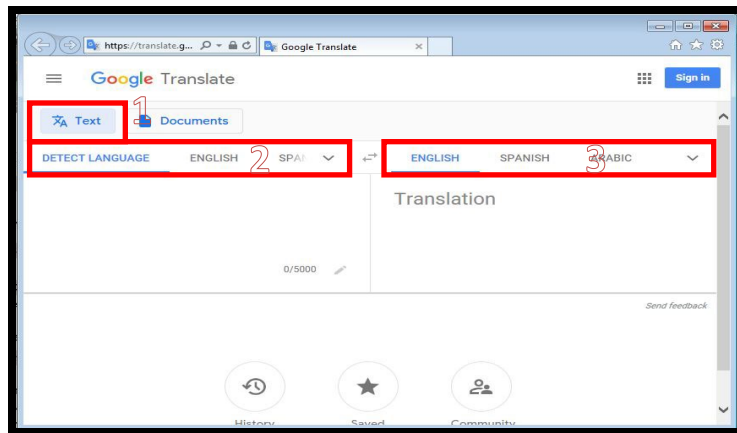
1. "Text" select tab need to be set to "Text" to translate typed information.
2. Language selections box, used for the language to be translate **from**. (When setting this pick "Detect Language" and let the system determine what language you type in.)
3. Language selection box for the language translated **to**.
   Note: You can click the drop down arrow in the Language box and manually select the appropriate language.

Translating text conversations
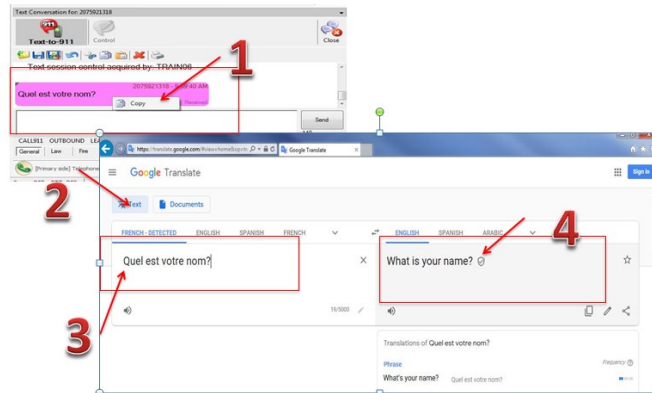
1. Right click on the message balloon in the Solacom Guardian Text Conversation window, click "Copy".
2. In Google Translate set the function to "Text".
3. Paste the copied conversation into the left window on Google Translate, by right clicking and selecting "paste". (Item 2 on the illustration)
4. Translated text will appear on the right side of the screen.

Follow this process throughout the conversation with the text caller until complete.

Review the conversation
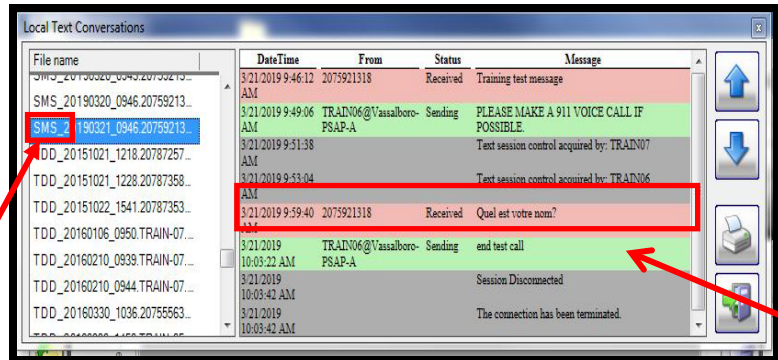
To review the conversations, go to the Conversation tool in the left nav bar.   Search for SMS conversations. When viewing the conversation, it will be in the same language it was received as sent in the Text Conversation.

Note: Google Translate is a free service supplied by Google. It has over 100 languages in the service. Google Translate is continually perfecting the tool though some words may not be in the translation index and sometimes words and phrases can get lost in translation.

Please contact the Emergency 9-1-1 Center 1 (866) 984-3911 with any system issues.