

Vietnamese Style Guide

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1 Welcome



Welcome to the *Microsoft Localization Style Guide for Vietnamese*. This guide will help you understand how to localize Vietnamese content in a way that best reflects the Microsoft voice.

Before you dive in:

- Make sure you understand the key tenants of the [Microsoft voice](#).
- Familiarize yourself with the recommended [style references](#) in Vietnamese.

1.1 Reference material

Unless this style guide or [Microsoft Language Portal](#) provides alternative instructions, use the orthography, grammar and terminology in the following publications.

Normative references

Adhere to these normative references. When more than one solution is possible, consult the other topics in this style guide for guidance.

1. Từ điển Tiếng Việt 2008 – Trung tâm Từ điển học và Nhà xuất bản Đà Nẵng phát hành năm 2008

2. Từ điển Chính tả – Hoàng Phê – Trung tâm Từ điển học và Nhà xuất bản Đà Nẵng phát hành năm 2006
3. Chính tả tiếng Việt – Hoàng Phê – Trung tâm Từ điển học và Nhà xuất bản Đà Nẵng, phát hành năm 2003
4. Từ điển Lạc Việt MTD2002 created and distributed by LacViet Computing Corporation - <http://www.lacviet.com.vn/Lists/Product/OverView.aspx?ID=14&GroupID=3>
5. Từ điển Tin học – Điện tử – Viễn thông Anh – Việt và Việt Anh – Nhà xuất bản Khoa học Kỹ thuật phát hành năm 2005

Informative references

These sources may provide supplementary and background information.

1. http://vi.wikipedia.org/wiki/Trang_Chính
2. Từ điển Giải thích Thuật ngữ Công nghệ thông tin Anh – Anh – Việt – Tác giả Trương Văn; Quốc Bình – Nhà xuất bản Thống Kê phát hành năm 2005
3. [Unikey software](#)

2 Microsoft voice

Microsoft's brand personality comes through in our voice and tone—what we say and how we say it. The design renaissance across Microsoft products, services, and experiences hinges on crisp simplicity.

Three principles form the foundation of our voice:

- **Warm and relaxed:** We're natural. Less formal, more grounded in honest conversations. Occasionally, we're fun. (We know when to celebrate.)
- **Crisp and clear:** We're to the point. We write for scanning first, reading second. We make it simple above all.
- **Ready to lend a hand:** We show customers we're on their side. We anticipate their real needs and offer great information at just the right time.

The Microsoft voice targets a broad set of users from technology enthusiasts and casual computer users. Although content might be different for different audiences, the principles of Microsoft voice are the same. However, Microsoft voice also means keeping the audience in mind. Choose the right words for the audience: use technical terms for technical audiences, but for consumers use common words and phrases instead.

These key elements of Microsoft voice should also extend across Microsoft content for all language locales. Each language has specific choices in style and tone that evoke the Microsoft voice in that language.

2.1 Choices that reflect Microsoft voice

Translating Vietnamese in a way that reflects Microsoft voice means choosing words and grammatical structures that reflect the same style as the source text. It also means considering the needs of the audience and the intent of the text.

The general style should be clear, friendly and concise. Use language that resembles conversation observed in everyday settings as opposed to the formal, technical language that is often used for technical and commercial content.

When you are localizing source text written in Microsoft voice, **feel free to choose words that aren't standard translations** if you think that's the best way to stay true to the intent of the source text.

Because Microsoft voice means a more conversational style, literally translating the source text may produce target text that is not relevant to customers. To guide your translation, consider the intent of the text and what the customer needs to know to successfully complete the task.

2.1.1 Flexibility

It's important for translators to modify or re-write translated strings so that they are more appropriate and natural to Vietnamese customers. To do so, please try to understand the whole intention of the sentences, paragraphs, and pages, and then re-write just like you are writing the contents yourselves. It will make the contents more perfect for Vietnamese users. Sometimes, you may need to remove any unnecessary contents.

| English example | Vietnamese example |
|---|--|
| Remember my password | Lưu mật khẩu của tôi |
| We recommend that you back up your files on a regular schedule. | Bạn nên thường xuyên sao lưu tệp. |
| We strongly discourage you from installing these codec packs. | Bạn không nên cài đặt các gói codec này. |

| English example | Vietnamese example |
|---|--|
| Choose a nearby network to get online. Not sure which one to pick? Ask the person who might have the network name and password for the one you want to connect to | Chọn mạng có sẵn để online. Nếu bạn không chắc chọn mạng nào, hãy hỏi người có tên và mật khẩu của mạng bạn muốn kết nối. |
| This might take a while, so you have time to grab a snack or a cup of coffee. Your PC will restart several times before we're done. | Quá trình này có thể mất thời gian, vì vậy bạn có thể làm việc khác trong khi chờ đợi. Máy tính sẽ khởi động lại vài lần trước khi hoàn tất. |

2.1.2 Word choice

Terminology

Microsoft standard and product-specific terminology must always be used. Many glossaries can help you find the right terms.

Microsoft Language Portal: <https://www.microsoft.com/en-us/language>

Short word forms and everyday words

Microsoft voice text written in US English prefers the short, simple words spoken in everyday conversations. In English, shorter words are generally friendlier and less formal. Short words also save space on screen and are easier to read quickly. Precise, well-chosen words add clarity, but it is important to be intentional about using everyday words that customers are accustomed to.

The following table lists some common words that are used for Microsoft voice in US English.

| en-US word | en-US word usage |
|--------------|---|
| App | Use app instead of application or program. |
| Pick, choose | Use pick in more fun, less formal or light-weight situations ("pick a color," not "choose a color") and choose for more formal situations (don't use select unless necessary for the UI). |

| | |
|-------|---|
| Drive | For general reference to any drive type (hard drive, external hard drive, etc.). Use specific drive type if necessary. |
| Get | Fine to use as a synonym for "obtain" or "come into possession of" but should be avoided for other general meanings. |
| Info | Use in most situations unless information better fits the context. Use info when you point the reader elsewhere ("for more info, see <link>"). |
| PC | Use for personal computing devices. Use computer for situations about PCs and Macs. |
| You | Address the user as you, directly or indirectly through the use of first- and second-person pronouns like "you." Third-person references, such as "user," should be avoided as they sound formal and impersonal. For information on localizing you, go to the section Pronouns . |

For the Vietnamese modern voice, shorter and everyday words are also used to convey the meaning in a more concise and direct way to the target audience. Target audience is often reluctant to read and understand long text, especially when it contains obscure words. So, Vietnamese modern voice uses simple and short words to convey the meaning in an easier way.

| en-US source term | vi-VN word | vi-VN word usage |
|-------------------|------------|---|
| cancel | hủy | Use as an equivalent of "hủy bỏ" |
| enter | nhập | Use as an equivalent of "nhập vào" or "đưa vào" |

2.1.3 Word-to-word translation

To achieve a fluent translation, avoid word-to-word translation. If text is translated directly without an overall understanding of the paragraph or the page, the tone will sound stiff and unnatural and the result may even be ridiculous. That's why it's paramount to check the source text in the live pages so that you don't just translate a list of strings without context. The text may be split into different sentences if that helps to simplify the translation. Sometimes you can omit descriptors to make the text snappier.

| English text | Correct Vietnamese translation | Incorrect Vietnamese translation |
|--|---|---|
| Bad, bad server. No donut for you. | Máy chủ đang gặp lỗi. Vui lòng thử lại sau! | Máy chủ tồi. Không có bánh rán cho bạn! |
| Feel free to reply this email if you have further questions. | Vui lòng trả lời email này nếu bạn có bất kỳ thắc mắc nào khác. | Cứ thoải mái trả lời email này nếu bạn có các câu hỏi khác. |
| Image save failed. | Không lưu được hình ảnh. | Lưu hình ảnh thất bại. |

2.1.4 Words and phrases to avoid

The Microsoft voice avoids an unnecessarily formal tone. The following table lists some US English words that add formality without adding meaning, along with more common equivalents.

| en-US word/phrase to avoid | Preferred en-US word/phrase |
|---|-----------------------------|
| Achieve | Do |
| As well as | Also, too |
| Attempt | Try |
| Configure | Set up |
| Encounter | Meet |
| Execute | Run |
| Halt | Stop |
| Have an opportunity | Can |
| However | But |
| Give/provide guidance, give/provide information | Help |
| In addition | Also |
| In conjunction with | With |

| | |
|-----------------------|------------|
| Locate | Find |
| Make a recommendation | Recommend |
| Modify | Change |
| Navigate | Go |
| Obtain | Get |
| Perform | Do |
| Purchase | Buy |
| Refer to | See |
| Resolve | Fix |
| Subsequent | Next |
| Suitable | Works well |
| Terminate | End |
| Toggle | Switch |
| Utilize | Use |

The Vietnamese Microsoft voice is not using old-fashioned, too formal or archaic words and expressions that make the text unfriendly and sometimes incomprehensible to the target audience.

A non-exhaustive list of equivalent words that are more appropriate for the modern voice is provided here:

| en-US source | vi-VN classic word/phrase | vi-VN modern word/phrase |
|--------------------|---------------------------|--------------------------|
| Failed to download | Tải về không thành công | Không tải được |
| follow these steps | theo các bước sau đây | theo cách sau |
| hide | giấu | ẩn |
| learn | học | tìm hiểu |

| ID | mã định danh | ID |
|--|--|---|
| Please wait | Vui lòng đợi | Xin chờ |
| Specifies the action that the server will take when encounters different error types during process. | Xác định hành động mà máy chủ sẽ thực hiện khi gặp các loại lỗi khác nhau trong khi xử lý. | Chỉ rõ thao tác cho máy chủ khi gặp các dạng lỗi khác nhau trong khi xử lý. |

2.2 Sample Microsoft voice text

The source and target phrase samples in the following sections illustrate the intent of the Microsoft voice.

2.2.1 Focusing on the user action

| US English | Vietnamese target | Explanation |
|--|---|--|
| The password isn't correct, so please try again. Passwords are case-sensitive. | Mật khẩu không đúng, xin thử lại. Mật khẩu có phân biệt chữ hoa/chữ thường. | The user has entered an incorrect password so provide the user with a short and friendly message with the action to try again. |
| This product key didn't work. Please check it and try again. | Khóa sản phẩm này không đúng. Vui lòng kiểm tra và nhập lại. | The user has entered incorrect product key. The message casually and politely asks the user to check it and try again. |
| All ready to go | Sẵn sàng sử dụng | Casual and short message to inform user that setup has completed, ready to start using the system. |
| Would you like to continue? | Bạn có muốn tiếp tục không? | Use of the second person pronoun "you" to politely ask the user if they would like to continue. |

| | | |
|---|---|---|
| Give your PC a name—any name you want. If you want to change the background color, turn high contrast off in PC settings. | Đặt tên cho PC của bạn-bất kỳ tên nào bạn thích. Nếu bạn muốn thay đổi màu nền, hãy tắt độ tương phản cao trong thiết đặt PC. | Address the user directly using second person pronoun to take the necessary action. |
|---|---|---|

2.2.2 Explanatory text and providing support

| US English | Vietnamese target | Explanation |
|---|--|---|
| The updates are installed, but Windows Setup needs to restart for them to work. After it restarts, we'll keep going from where we left off. | Đã cài đặt các bản cập nhật, nhưng Thiết lập Windows cần bạn khởi động lại để chúng hoạt động. Sau khi khởi động lại, chúng tôi sẽ tiếp tục từ nơi chúng tôi vừa rời khỏi. | The language is natural, the way people talk. In this case, the tone of the text is reassuring, letting the user know that we're doing the work. Use of "we" provides a more personal feel. |
| If you restart now, you and any other people using this PC could lose unsaved work. | Nếu bạn khởi động lại ngay, bạn và bất kỳ ai khác sử dụng PC này có thể mất công việc chưa lưu. | The text is clear and natural, informing the user what will happen if this action is taken. |
| This document will be automatically moved to the right library and folder after you correct invalid or missing properties. | Tài liệu này sẽ tự động chuyển đến đúng thư viện và thư mục sau khi bạn sửa các thuộc tính không hợp lệ hoặc bị thiếu. | The text is informative and clearly and directly tells the user what will happen. |
| Something bad happened! Unable to locate downloaded files to create your bootable USB flash drive. | Có lỗi! Không thể định vị tệp đã tải về để tạo ổ flash USB có thể khởi động cho bạn. | Short, simple sentences inform the user what has happened. |

2.2.3 Promoting a feature

| US English | Vietnamese target | Explanation |
|--|--|--|
| Picture password is a new way to help you protect your | Mật khẩu ảnh là cách mới giúp bảo vệ PC màn hình | Promoting a specific feature with the use of |

| | | |
|---|--|--|
| touchscreen PC. You choose the picture—and the gestures you use with it—to create a password that's uniquely yours. | cảm ứng. Bạn chọn ảnh — và động tác bạn dùng với ảnh — để tạo mật khẩu chỉ dành cho riêng bạn. | em-dash to emphasize the specific requirements to enable the feature which in this case is picture password. |
| Let apps give you personalized content based on your PC's location, name, account picture, and other domain info. | Hãy để các ứng dụng mang đến cho bạn nội dung cá nhân hóa dựa trên địa điểm, tên, ảnh tài khoản và thông tin tên miền khác của PC. | Promoting the use of apps. Depending on the context of the string we can add some more familiarity to the text by using everyday words for e.g. PC. |

2.2.4 Providing how-to guidelines

| US English | Vietnamese target | Explanation |
|---|--|---|
| To go back and save your work, click Cancel and finish what you need to. | Để quay lại và lưu công việc, hãy bấm Hủy và hoàn thành điều bạn cần làm. | Short and clear action using second person pronoun. |
| To confirm your current picture password, just watch the replay and trace the example gestures shown on your picture. | Để xác nhận mật khẩu ảnh hiện tại, chỉ cần xem đoạn phát lại và theo dõi động tác mẫu hiện trên ảnh của bạn. | Voice is simple and natural. The user isn't overloaded with information; we tell them only what they need to know to make a decision. |
| It's time to enter the product key. When you connect to the Internet, we'll activate Microsoft Office 365 for you. | Đã đến lúc nhập mã sản phẩm. Khi bạn kết nối Internet, chúng tôi sẽ kích hoạt Microsoft Office 365 cho bạn. | Speak to the user directly and naturally using second person pronoun "you" on clear actions to enter the product key. |

3 Inclusive language

Microsoft technology reaches every part of the globe, so it's critical that all our communications are inclusive and diverse. These guidelines provide examples on how to

use inclusive language and avoid habits that may unintentionally lead to marginalization, offense, misrepresentation, or the perpetuation of stereotypes.

General guidelines

Comply with Vietnamese language laws in Vietnam.

Use plain language. Use straightforward, concrete, familiar and current/up-to-date (in contrast to words used in old times) words. Plain and accessible language will help people of all learning levels and abilities. Some examples include using a two-syllable word over a three-syllable word or several clear words instead of one complicated term or concept.

Be mindful when you refer to various parts of the world. If you name cities, countries, or regions in examples, make sure they're not politically disputed. In examples that refer to several regions, use equivalent references—for example, don't mix countries with states or continents.

In text and images, represent diverse perspectives and circumstances. Depict a variety of people from all walks of life participating fully in activities. Show people in a wide variety of professions, educational settings, locales, and economic settings.

Don't generalize or stereotype people by region, economic status, ethnic background, culture, age, or gender, not even if the stereotype is positive. For example, when representing job roles, choose names that reflect a variety of gender identities and cultural backgrounds.

Don't use profane or derogatory terms.

Don't use slang that could be considered cultural appropriation.

Don't use terms that may carry unconscious racial bias or terms associated with military actions, politics, or controversial historical events and eras.

| Use this | Not this | Comments |
|------------------|----------|---|
| chậu rửa/bồn rửa | lavabo | "lavabo" is a loanword from French, usually spoken by people in their 40s and 50s. "chậu rửa/bồn rửa" is recommended, as it is more common in all age groups. |

| | | |
|------------------|------------------------------|---|
| cha, bố | thầy, cậu, tí, ba | "thầy, cậu, tí, ba" is only used to address fathers in certain regions. "cha/bố" should be used to indicate relevance in all regions. |
| Người Trung Quốc | Người Tàu, Bọn Tàu, Tàu khựa | The current use of "Người Tàu, Bọn Tàu, Tàu khựa" can lead to some controversial cultural misunderstandings. |
| Cha mẹ/Bố mẹ | | "Cha mẹ/Bố mẹ" should be used because this word is now written in documents of the Ministry of Education and Training. |

3.1 Avoid gender bias

Recognize your audience's sensitivity to male and female stereotypes. Instead of stressing gender differences or reinforcing stereotypical distinctions between men and women, use language that is as neutral as possible. The neutral approach also applies to the localization of scenarios, comparisons, examples, illustrations, and metaphors.

Create a balance when assigning roles and functions to men and women (active vs. passive roles, leading vs. secondary roles, technical vs. non-technical professions, and so on). Scenarios, pictures, metaphors, and comparisons should be based on areas and attributes common to both genders.

Use gender-neutral alternatives for common terms

- Instead of using phrases which mention the two genders separately, use a general term that includes both genders such as "people," "users," or "persons."
- Avoid the use of compounds containing gender-specific terms.

The table below contains examples of gender-biased words or compounds that should be avoided in Vietnamese and the alternative that should be used to promote gender inclusivity.

| Use this | Not this | Comments |
|------------------------|-----------------------------|--|
| Target examples | | |
| Nhân viên | Nam nhân viên, nữ nhân viên | Should be collectively referred to as "employees", regardless of male or female. |

| | | |
|---|---------------------------------|--|
| Mềm yếu, thiếu cương quyết, không chủ động, nhu nhược | Tính đàn bà | "Mềm yếu, thiếu cương quyết, không chủ động, nhu nhược" are adjectives that refers to a person who is indecisive, weak, ignorant and lacks his/her own opinion and does not dare to fight when necessary. The use of the word "đàn bà" is specifically referring to the gender of women, this is a disparaging idea for "women". |
| Tướng đi cứng nhắc, không linh hoạt | Tướng đi như đàn bà/như đàn ông | It is advisable to use existing adjectives related to body shape, physique, etc. without the sexist phrase, for example, don't use "walk like a woman/walk like a man". |

When presenting generalization, use plural noun forms (for example, quý vị, các bạn, họ).

Avoid writing sentences that refer to a single person whose gender is unknown. In cases where a reference to a single person is impossible to avoid, do not use "he or she," "him or her," or "his or hers." We should also avoid the use of slashes to combine both genders (see exception in the table below).

| Linguistic method | Example | Context |
|--|--|---|
| Use a neutral noun | person, leader, team lead, expert, employee, user. | Concept descriptions, explanations |
| Combine both genders by means of a slash | he/she, s/he | Only in exceptional cases such as License Terms, sometimes in tables (headers or column/row titles, for example) |

Don't use gendered pronouns (ông, bà, cô, dì, dượng, chú, bác, anh, chị) in generic references. Instead:

- Rewrite to use the second or third person (bạn).
- Rewrite the sentence to have a plural noun and pronoun.
- Refer to a person's role (for example, khách hàng, người dùng).
- Use người đó.

| Use this | | Not this | |
|--|---|--|--|
| English examples | | Target examples | |
| A user with the appropriate rights can set other users' passwords. | If the user has the appropriate rights, he can set other users' passwords. | Người dùng có các quyền thích hợp có thể đặt mật khẩu của người dùng khác. | Nếu người dùng có các quyền thích hợp, anh ta có thể đặt mật khẩu của người dùng khác. |
| Developers need access to servers in their development environments, but they don't need access to the servers in Azure. | A developer needs access to servers in his development environment, but he doesn't need access to the servers in Azure. | Các nhà phát triển cần quyền truy cập vào máy chủ trong môi trường phát triển của họ, nhưng họ không cần quyền truy cập vào máy chủ trong Azure. | Một nhà phát triển cần quyền truy cập vào các máy chủ trong môi trường phát triển của mình, nhưng anh ta không cần quyền truy cập vào các máy chủ trong Azure. |
| When the author opens the document | When the author opens her document | Khi tác giả mở tài liệu.... | Khi tác giả mở tài liệu của cô ấy.... |
| To call someone, select the person's name, select Make a phone call, and then choose the number you'd like to dial. | To call someone, select his name, select Make a phone call, and then select his number. | Để gọi cho ai đó, hãy chọn tên của người đó, chọn Gọi điện, rồi chọn số bạn muốn gọi. | Để gọi cho ai đó, hãy chọn tên của anh ấy, chọn Gọi điện, rồi chọn số của anh ấy. |

In Vietnamese, if you can't write around the problem, it's OK to use a plural pronoun (họ) in generic references to a single person. Don't use constructions like anh ấy, cô ấy.

It's OK to use gendered pronouns (like anh, chị) when you're writing about real people who use those pronouns themselves.

Note: Gender-neutral language should be used in new products and content going forward, but it's acceptable that we don't update all existing or legacy material.

3.2 Accessibility

Microsoft devices and services empower everyone, including people with disabilities, to do the activities they value most.

Focus on people, not disabilities. Don't use words that imply pity, such as cảm thấy khó chịu hoặc đau khổ. The preferred option is not to mention a disability unless it's relevant.

| Use this | Not this | Use this | Not this |
|-----------------------------|-------------------------------|------------------------|------------------------------------|
| English examples | | Target examples | |
| person with a disability | handicapped | người khuyết tật | tật nguyên |
| person without a disability | normal person; healthy person | người không khuyết tật | người bình thường; người khỏe mạnh |

Use generic verbs that apply to all input methods and devices. In procedures and instructions, avoid verbs that don't make sense with alternative input methods used for accessibility.

| Use this | Not this | Use this | Not this |
|------------------|----------|-----------------|------------|
| English examples | | Target examples | |
| Select | Click | Chọn | Nhấp (vào) |

Keep paragraphs short and sentence structure simple—aim for one verb per sentence. Read text aloud and imagine it spoken by a screen reader.

Spell out words like và, cộng and khoảng. Screen readers can misread text that uses special characters like the ampersand (&), plus sign (+), and tilde (~).

4 Language-specific standards

This part of the style guide contains information and guidelines specific to Vietnamese.

4.1 Grammar, syntax and orthographic standards

This section includes information on how to apply the general language and syntax rules to Microsoft products, online content, and documentation.

4.1.1 Abbreviations

Common abbreviations

You might need to abbreviate some words in the UI (mainly buttons or options names) due to lack of space. This can be done in the following ways:

Use common abbreviated words in correct context for clear meaning.

List of common abbreviations:

| Vietnamese expression | English expression | Acceptable abbreviation |
|--------------------------------|-----------------------------|-------------------------|
| vân vân | etc. | (+) v.v. |
| Công nghệ thông tin | IT | (+) CNTT |
| Công nghiệp phần mềm | Software Industry | (+) CNgPM |
| Ngôn ngữ đánh dấu siêu văn bản | HyperText Markup Language | HTML |
| Giao thức truyền siêu văn bản | HyperText Transfer Protocol | HTTP |

List of word which shouldn't be abbreviated

Expressive terms like "thanks," "sorry" and "please" shouldn't be abbreviated, simply because they are one of the strongest expression of gratitude, respect, sincerity and sharing.

| English expression | Vietnamese expression |
|--------------------|-----------------------|
| Please | Làm ơn/ Vui lòng |
| Thanks | Cảm ơn |

| English expression | Vietnamese expression |
|--------------------|-----------------------|
| Sorry | Xin lỗi/Rất tiếc |

4.1.2 Acronyms

Acronyms are words made up of the initial letters of major parts of a compound term. Some well-known examples are WYSIWYG (What You See Is What You Get), DNS (Domain Name Server) or HTML (Hypertext Markup Language).

Caution: Do not include a generic term after an acronym or abbreviation if one of the letters in the acronym stands for that term. Even though this might occur in the US-English version, it should be "corrected" in the localized version. The following examples show the redundancy in red for English terms. However, in Vietnamese all acronyms or abbreviations are kept unchanged from English source, so even if there is redundancy in red for English terms, in Vietnamese it is not redundant and can be translated:

- (-) **RPC call** - lời gọi RPC
- (-) **HTML language** - ngôn ngữ HTML
- (-) **TCP/IP-Protocol** - giao thức TCP/IP
- (-) **PIN Number** - Số PIN

Localized acronyms

In online help or documentation, spell out the words that comprise an acronym or abbreviation the first time that acronym is used in the text. You should include the language-specific translation, the US term, and the acronym as in the following example:

- **Đối tượng truy nhập dữ liệu** (Data Access Objects, DAO)
- **Đối tượng dữ liệu ActiveX** (ActiveX Data Objects, ADO)

You should also consider that different users will have different levels of knowledge about a product. For example, a Vietnamese Exchange user will understand "DL", but the average Vietnamese Windows user might not understand "DL" and would need to see "danh sách phân phối" (distribution list) instead. Try to be consistent within a product with your use of acronyms and initializations.

Note: Although the English acronym cannot generally be derived from the language-specific translation, creating a new acronym derived from the language-specific translated term is not an option. For example, do not replace an English acronym with a language-specific acronym; instead, leave the English acronym or abbreviation intact, as

in the following examples "where DLL" and "DPI" are correctly rendered as "DLL" and "DPI."

Unlocalized acronyms

Many abbreviations and acronyms are standardized and remain untranslated. They are only followed by their full spelling in English if the acronym needs to be explained to the speakers of a different language. In other cases, where the acronym is rather common, adding the fully spelled-out form will only confuse users. In these cases, the acronym can be used on its own.

The following list contains examples of acronyms and abbreviations that are considered commonly understood; these acronyms and abbreviations should not be localized or spelled out in full in English:

- ANSI (American National Standards Institute)
- ISO (International Standards Organization)

4.1.3 Adjectives

In Vietnamese, adjectives should be handled in the following manner.

1. Adjective has the syntax role to specify a noun or pronoun. Normally, an adjective goes after a noun. When an adjective is placed before a noun, there is a difference in meaning.

Example 1: Điểm yếu (Weak point)

Example 2: Yếu điểm (Important point)

2. In a phrase with two (or more) adjectives, the position of the adjectives in the phrase in relation to the noun gives the phrase a different meaning.

Example 3: Cô gái đẹp đi xe (Beautiful riding girl)

Example 4: Cô gái đi xe đẹp (Girl riding nice car)

Example 5: Mệnh đề này có lỗi tiếng Việt (This sentence has Vietnamese error(s))

Example 6: Mệnh đề tiếng Việt này có lỗi (This Vietnamese sentence has error(s))

Example 7: Thiết kế ứng dụng đồ họa (Graphic Application Design)

Example 8: Thiết kế đồ họa ứng dụng (Application Graphic Design)

Possessives

The frequent use of possessives is a feature of the English language. However, possessive words in Vietnamese are simple. You just need to add “của” before subject/object pronouns. Note that subject pronouns and object pronouns are the same. No difference at all.

Example:

| Subject Pronoun | Translation | Possessive | Translation |
|-----------------|-------------|------------|---------------|
| I | Tôi | My | Của tôi |
| You (singular) | Bạn | Your | Của bạn |
| He | Anh ấy | His | Của anh ấy |
| She | Cô ấy | Her | Của cô ấy |
| It | Nó | Its | Của nó |
| We | Chúng tôi | Our | Của chúng tôi |
| You (plural) | Các bạn | Your | Của các bạn |
| They | Họ | Their | Của họ |

4.1.4 Articles

As a general rule, articles (a/an/the) in the source do not require translation. In Vietnamese, there are no articles similar to those in English. However, if the indefinite article (“a” and “an”) means one, it must be translated.

General considerations

The general rule is that product names are not translated if they include the word Microsoft and/or are trademarked (for example, Microsoft Edge or Microsoft Teams).

Unlocalized feature names

Microsoft product names and non-translated feature names are used without definite or indefinite articles in the English language. Unlocalized feature names are handled as proper nouns, without Vietnamese articles.

Example:

| English example | Vietnamese example |
|--|--|
| Microsoft Outlook connected experiences with Office, Word, Excel, PowerPoint and OneNote | (+) Microsoft Outlook kết nối trải nghiệm với Office, Word, Excel, PowerPoint và OneNote |
| Website addresses will be sent to Microsoft | (+) Địa chỉ website sẽ được gửi cho Microsoft |

Localized feature names

Translated feature names are handled in the following way: as proper nouns, without Vietnamese articles.

Example:

| English example | Vietnamese example |
|---|--|
| Hide the Task Manager when it is minimized | (+) Ẩn Trình quản lý Tác vụ khi được thu nhỏ |
| Check for updates in your installed Media Player's language | (+) Kiểm tra các bản cập nhật trong ngôn ngữ đã cài đặt Media Player |

Articles for English borrowed terms

When faced with an English loan word previously used in Microsoft products, consider the following options:

- Motivation:
 - Popular English words which cause ambiguity if translated (OK, tab, flip-flop, etc.).
 - Proper nouns, such as font names, font type (TrueType, Calibri, Arial, etc.).
 - Familiar words in Vietnamese (monitor, modem, etc.).
 - Abbreviations (PC, USB, etc.).

- Words which are too long if translated into Vietnamese (README file, Script, etc.)
 - Terms expressing new concepts or new technology in which a translation could be confusing and have unclear meaning.
- Analogy:
Vietnamese belongs to South Asia system, but with Latin characters (more extended specific vowels and 5 tones) and there are terms and words derived from Chinese and French. In this case, there is analogy, e.g, console (mặt nghiêng, bàn điều khiển), ziczag (chữ chi or dích dắc).

4.1.5 Capitalization

If the first word in the English source string is capitalized, the corresponding first word in the target language should also be capitalized. If the word in the English source string is not capitalized, the corresponding first word in the target language should also not be capitalized, unless language-specific rules specify different capitalization.

In Vietnamese, only the first character in a sentence is capitalized.

1. For text on menu, button, dialog, title, command and alike: If the first word in the English source string is capitalized, the corresponding first word (or first word of a compound word referring to the menu, button, dialog, title, command and alike) in the target language should also be capitalized.

| Source | Do | Don't |
|----------------------------------|--|---|
| Select All | Chọn tất cả | Chọn Tất Cả |
| Select all | Chọn tất cả | Chọn Tất cả |
| Automatic Servers | Máy chủ tự động | Máy Chủ Tự Động |
| When my status is Do Not Disturb | Khi trạng thái của tôi là Không àm phiền | Khi trạng thái của tôi là Không Làm Phiền |
| Unhide Quick Start | Hiện Khởi động nhanh | Hiện Khởi Động Nhanh |

2. Proper name/place/location: Capitalize first character of each word.

| Source | Do | Don't |
|---------|----------|----------|
| Vietnam | Việt Nam | Việt nam |

3. Feature, product/service name (if they are required translated otherwise should be kept in English): If the first word in the English source string is capitalized, the corresponding first word (or first word of a compound word) in the target language should also be capitalized.

| Source | Do | Don't |
|-----------------|------------------------------|-----------------------|
| Upsizing Wizard | Trình hướng dẫn Tăng kích cỡ | Thuật Sĩ Tăng Kích Cỡ |
| PivotTable | PivotTable | |

4. In the name of departments, centers, policies, agreements, cross-references to titles from other sources (sections, books, etc.), please capitalize the first character of the compound.

Example: Bộ Lao động - Thương binh và Xã hội

5. Other cases: Capitalize first letter of word/phrase/sentence.

| Source | Translation |
|--|--|
| Enter a text description for the new custom chart type | Nhập một đoạn văn bản mô tả cho loại biểu đồ tùy chỉnh mới |

4.1.6 Compounds

Generally, compounds should be understandable and clear to the user. Overly long or complex compounds should be avoided. Keep in mind that unintuitive compounds are ultimately an intelligibility and usability issue.

The order of Vietnamese compounds is inverse in comparison to the corresponding English compounds. See example in the below table.

| English examples | Vietnamese example |
|---------------------------|----------------------------------|
| Internet Accounts | (+) Tài khoản Internet |
| Logon script processing | (+) Xử lý script đăng nhập |
| Internet News Server Name | (+) Tên Máy chủ Tin tức Internet |

4.1.7 Conjunctions

For en-US Microsoft voice, use of conjunctions is another way to help convey a conversational tone. Starting a sentence with a conjunction can be used to convey an informal tone and style.

| en-US old use of conjunctions | en-US new use of conjunctions |
|--|--|
| As <product> gains features, there is a risk that older content may not display correctly. | But because of these features older content may not display correctly. |

Similarly, Vietnamese modern voice uses conjunctions and adverbs in order to convey the informal and enthusiastic tone to the target audience.

| en-US source text | vi-VN old use of conjunctions | vi-VN new use of conjunctions |
|---|---|---|
| Because the connections are established via fully encrypted data channels, it is as safe as online banking. | Bởi vì mọi kết nối được hình thành qua các kênh dữ liệu được mã hóa toàn bộ, nên mức độ an toàn giống như ngân hàng trực tuyến. | Nhờ kết nối qua các kênh dữ liệu mã hóa toàn bộ, nên mức độ an toàn cao như ngân hàng trực tuyến. |

4.1.8 Genitive

This section does not apply to Vietnamese, instead use "of" (của).

4.1.9 Modifiers

Grammatical modifier:

Like in English, in Vietnamese there are adverbs and adjectives prototypically function as modifiers, but in Vietnamese a word can be either adverb or adjective, e.g., Công việc dễ dàng (ease work), dễ dàng sử dụng (Use easily), sử dụng dễ dàng (ease use).

- (+) The adjective goes after the noun
- (+) The adverb goes before the verb

Example:

Easy planning work—Dễ dàng lập kế hoạch công việc

Planning ease work—Lập kế hoạch công việc dễ (dàng)

In some cases, the meaning changes depending on the position of the adjective (before or after the noun).

Example:

Điểm yếu—Weakness

Yếu điểm—Important point

Premodifiers and postmodifiers

Like in English, adverbs and adjectives prototypically function as modifiers.

For example:

This will be explained in the proper case (in the case that's right for it)

Điều này sẽ được giải thích trong trường hợp thích hợp

This will be explained in the case proper (in the case itself)

Điều này sẽ được giải thích trong trường hợp riêng biệt

Dangling modifiers:

Not applicable for Vietnamese. In Vietnamese we use "while", "during" (trong lúc, trong khi, vừa ... vừa)

4.1.10 Nouns

General considerations

1. (+) Normally, the noun goes before the adjective:

Văn bản tiếng Việt—Vietnamese text

2. A word can be an adjective or adverb.

(+) "dễ" may be an adjective or an adverb, so the order of words is very important.

Dịch văn bản này dễ—Translate this text easily; "dễ" is adverb
Dich văn bản dễ này—Translate this ease text; "dễ" is adjective

3. Noun as genitive: (Vietnam)

Hệ thống truyền hình (của) Việt Nam—Vietnam television system

4. Proper geographic names, human name: (+) In Vietnamese, all the first letters are capitalized.

Hà Nội—Hanoi

Việt Nam—Vietnam

TP Hồ Chí Minh— Ho Chi Minh City

Hoa Kỳ — USA

5. Common noun: First letter of the noun is not capitalized, except Initial letter in the new sentence (new line or after punctuation mark).

Ngôn ngữ tiếng Việt — Vietnamese language

(+) But we accept title capitalization (first letter of each word is capitalized), like in English:

Mô tả Nhà cung cấp Dữ liệu Tin cậy — Trusted Data Provider Description

6. Noun as complement-object for transitive verb:

Sao chép đoạn văn bản sau—Copy the following paragraph

Inflection

1. Tense

(+) In Vietnamese, the tense is conveyed with an additional word, such as:

- Present (đang—being):

Hệ thống đang làm việc độc lập—The system is working independently

Hệ thống làm việc độc lập—The system works independently

(+) But in case it is not necessary to emphasize, it will be omitted

- Future (sẽ—will)

2. Grammatical mood

In Vietnamese, complements are not modified by mood, instead, a word is added, like in English:

- của—of

(+) But in some cases, we need to add "của" (of) for clarity.

Maximum Cache Age—Tuổi Tối đa của Bộ đệm ẩn

3. Grammatical voice

Active voice:

(+) The order of words in the sentence determines the meaning:

Tôi quản lý hệ thống—I manage the system

Hệ thống quản lý tôi—The system manages me.

4. Aspect: n/a

In Vietnamese, an additional word is added, e.g. "vừa" (just), "sẽ" (to be + ing)

Tôi vừa dịch bài này—I just translated this article

Mai tôi (sẽ) đi TP HCM—Tomorrow I'm going to HCM City

5. Person: (Like in English)

| Pronoun | Pronoun in Vietnamese | Person/plurality | Gender |
|---------|---|---------------------------------|--------|
| I | Tôi | First person singular | |
| You | Bạn, anh, chị Các bạn, các anh, các chị | Second person singular / plural | |

| Pronoun | Pronoun in Vietnamese | Person/plurality | Gender |
|---------|-----------------------|---|-----------|
| He | Anh ấy, ông ấy | Third person singular, masculine / gender third person singular | Masculine |
| She | Cô ấy, bà ấy | Third person singular, feminine | Feminine |
| It | Nó | Third person singular, neuter | Neuter |
| We | Chúng tôi, chúng ta | First person plural | |
| They | Họ, chúng nó | Third person plural/gender-neutral third person | |

In Vietnamese, pay attention when using "nó," "chúng nó" and "họ":

Bố mẹ tôi sống ở quê. Chủ nhật này tôi về thăm họ (not "chúng nó")—My parents are living in the country. This Sunday I am going to see them.

(+) Tôi ghét chúng nó (not "họ")—I hate them.

(+) Bố tôi già rồi, tôi rất yêu ông ấy.—My father is old, I love him.

Plural formation

In Vietnamese, we add "các" or "chúng" to specify plural in personal pronouns:

Example:

Các bạn You Neuter

Các anh You Plural, masculine

Các chị You Plural, feminine

Chúng tôi We Plural, neuter

Chúng ta We Plural, neuter - This includes second person too (you), that means (we + you)

Adding article "các" and "những" before noun:

"Các"—(+) Definite plural article

For example: Indochina countries

"Những"—(+) Indefinite plural article

For example: pages densely packed with numbers

4.1.11 Numerals

There is no specific rule to write numbers as numbers or letters in Vietnamese. In most cases, cardinal numbers are written in number while ordinal numbers are written in letters (1 is often used as "nhất").

Example:

Bạn ấy có 2 cái bút và 4 quyển vở / Cho 2 tách trà nhé! / Cái bút thứ nhất màu đỏ, cái thứ hai màu xanh.

She has 2 pens and 4 notebooks / Give me 2 cups of tea! / The first pen is red, the second one is blue.

4.1.12 Prepositions

Be aware of proper preposition use in translations. Many translators, influenced by the English language, omit them or change the word order.

For the Microsoft voice, use of prepositions is another way to help convey a casual or conversational tone. Starting or ending a sentence with a preposition is an acceptable practice in conveying Microsoft voice.

| US expression | Vietnamese expression | Comment |
|---------------|-----------------------|--|
| migrate to | di chuyển đến | "to" can be translated as tới/đến/vào/với, not recommended to use "sang" "sang":— across, normally move from this side to other side, at the same level |
| migrate from | di chuyển từ | |
| import to | nhập đến | |

| US expression | Vietnamese expression | Comment |
|----------------|-----------------------|---------|
| import from | nhập từ | |
| export to | xuất đến | |
| export from | xuất từ | |
| update to | cập nhật lên | |
| upgrade to | nâng cấp lên | |
| change to | đổi sang | |
| click on | bấm vào | |
| connect to | kết nối với | |
| welcome to ... | chào mừng ... | |

The examples below contain recurrent noun phrases that are preceded by a preposition. Please use this table as a reference.

When there is a progress or improvement, "to" will be translated as "lên"

(+) Cập nhật lên—update to

(+) Nâng cấp lên—upgrade to

In some cases, the usage of prepositions may be different in comparison to their normal meanings. In particular, special care should be taken when translating the prepositions "in" and "on".

For example:

In English "A bird flies in the sky," its translation in Vietnamese is

(+) "Con chim bay trên trời" not

(-) "Con chim bay trong trời"

In some cases, the usage of prepositions may be different in comparison to their normal meanings. In particular, special care should be taken when translating the prepositions "in" and "on".

| US expression | Vietnamese expression |
|-----------------|------------------------|
| in the toolbar | (+) trên thanh công cụ |
| on the tab | (+) trên tab |
| on the menu | (+) trên menu |
| on the net | (+) trên mạng |
| on the Internet | (+) trên Internet |
| on the Web | (+) trên Web |
| on a web site | (+) trên web site |
| on a web page | (+) trên trang web |

4.1.13 Pronouns

1. Personal pronouns: in Vietnamese, we add "các" and "chúng" to create plural personal pronouns (see "Plural Formation" part)

2. In case "chúng ta" (we + audience), "chúng tôi" (we)

3. Intensive pronouns: in Vietnamese, we add "tự" before or after a personal pronoun, e.g.

(+) Tôi tự làm việc này, tự anh ấy làm việc này—I did it myself, He did it himself.

4. Objective pronouns, prepositional pronouns, disjunctive pronouns: the same as personal pronouns.

5. Reciprocal pronoun: (+) "lẫn nhau"—each other

(+) Giúp đỡ lẫn nhau—Help each other.

6. Dummy pronoun, e.g.:

In Vietnamese, either specify the subject "Trời" (Sky) or without the subject

It is raining—(+) Trời đang mưa or đang mưa
It is difficult to do ... (+) Khó làm

4.1.14 Punctuation

This section explains how to use Vietnamese-specific punctuation in place of the US-English punctuation found in the source interface and content.

In general, the source punctuation can be followed. However, please ensure that the punctuation used in the translation is aligned with standard usage in Vietnamese. Do not insert a space between the text and punctuation marks (. /?/!).

Comma

In English, the comma (,) is often used before "and", "or". However, in Vietnamese, this rule is not applied. Please do not use comma before "và" and "hoặc".

US English uses a period as the decimal separator, while many other languages use a comma. In Vietnamese, a **comma** is used. Do not use a space for this purpose as a space separates the numeral from the abbreviation.

In paper sizes (the last example in the table below), the decimal separator and the abbreviation "in" for inches are kept, since the sizes are US norms and should be represented accordingly.

| English example | Vietnamese example |
|------------------------------|----------------------------------|
| 5.25 cm | (+) 5,25 cm |
| 5 x 7.2 inches | (+) 5 x 7,2 inch |
| Letter Landscape 11 x 8.5 in | (+) Letter Landscape 11 x 8,5 in |

For thousands, English uses a comma while many other languages use a period (at Microsoft we normally do not use a space for this purpose, but we use a period instead to avoid wrapping problems). In Vietnamese, a **period** is used.

| English example | Vietnamese example |
|-----------------|--------------------|
| 1,526 | (+) 1.526 |
| \$ 1,526.75 | (+) \$ 1.526,75 |

Colon

Vietnamese script is based on Latin alphabet; every rule for commas and other common punctuation marks is the same as in Latin script.

1. (+) No space before colon, but one space after colon must be added.

Example 1:

Các tính năng sau: (The following features: ...)

2. Use colon to introduce a list or a series:

Example 2: (+) First letter of proper noun is capitalized

Tôi có ba con trai: Viet, Nam và Thanh (I have three sons: Viet, Nam and Thanh)

Viet is proper noun, so "V" is capitalized.

Example 3: (+) The list after the colon is like a part of the sentence, so first letter is not capitalized

Mỗi người đàn ông và đàn bà có ba mục tiêu: sống, yêu và học tập. (Every man and woman has three aims: to live, to love, and to learn.)

"sống" with lower case "s"

Để cài đặt chương trình bạn cần

- có đĩa cài đặt,
- đọc hướng dẫn cài đặt,
- ...

The colon is not used.

Example 4: (+) To introduce a list: each item is listed as a new line and the first letters are capitalized

Để phòng chống bệnh cúm chúng ta cần:

- Rửa tay thường xuyên với xà phòng và nước.
- Tránh tiếp xúc với người bệnh
- ...

Example 5: (+) A quotation

Lời nói của Hamlet: "Tồn tại hay không tồn tại". (Hamlet's speech: "To be or not to be.")

Michael Jackson đã tuyên bố: "Tôi là vua nhạc Pop".

Michael Jackson proclaimed: "I am the King of Pop."

Example 6: (-) Remember, a colon can never be followed by a hyphen or a dash

Michael Jackson đã tuyên bố:- "Tôi là vua nhạc Pop". (wrong style)

Dashes and hyphens

Three different dash characters are used in English:

Hyphen

The hyphen should not be used when translating into Vietnamese.

Example:

Ease-to-us—Để sử dụng

Left-to-right—Từ trái sang phải

En dash

Like in English, a dash smaller than an em dash but usually longer than a regular hyphen, the en dash is often used in place of the word "to", such as "2-5 giờ chiều" (2-5pm).

Em dash

Like in English, an em dash (—), so known as an 'm dash' or "m rule," the em dash gets its name because it is roughly the width of the letter "m" and is used in a similar way to a colon. It can show an abrupt change or pause in thought, but where a full stop is too strong or a comma is too weak. It can be used to indicate that a sentence is unfinished because the speaker has been interrupted.

Example 1: An em dash marks an interruption in a sentence, a change in direction. Usually, two em dashes are used to mark the beginning and end of the interruption, though sometimes the sentence may end with the interrupting phrase.

(+) Hai nhà lãnh đạo—một từ Công ty A và người kia từ Công ty B—nghĩ hỗ trợ cho công việc của hội đồng.

(The two leaders—one from Company A and one from Company B—sought to build support for the work of the commission.)

Example 2:

(+) Trà—với vị hoa sen hoặc hoa nhài—thơm và ngon.

The tea—with lotus or jasmine spices—was delicious and fragrant.

Ellipses (suspension points)

In Vietnamese, "..." and "v.v." are used as ellipses (et cetera)

Example:

In Vietnamese, there are combinations extended vowels with 5 tones, for example: á, ả, ã, ạ, à...

Trong tiếng Việt tổ hợp của các nguyên âm với 5 thanh, thí dụ: á, ả, ã, ạ, à...

Period

Vietnamese script is based on Latin alphabet; every rule for commas and other common punctuation marks is the same as in Latin script.

1. Place a period after a declarative sentence. A declarative sentence is one that makes a statement or a point.

Example 1: Cài đặt xong. (The installation is finished.)

2. Put a period at the end of an abridged sentence. An abridged sentence is one that is not a complete sentence, such as "After your homework."

Example 2: Thực hiện hợp đồng. (Contract implementation)

3. Add a period after an imperative sentence. An imperative sentence is giving a command:

Example 3: Hãy viết tờ séc (Write a check.)

4. Use a period to express a decimal point. Periods can be used to express a thousand separator in figures.

Example 4: 2.400VND (2,400VND)

5. (+) In Vietnamese, a period is used after closing double quotes (This is also true for exclamation mark "!" and comma ",") for exact words of the subject.

Example 5:

Madonna thích tuyên bố "Tôi không xấu hổ vì bất cứ điều gì"

Madonna is fond of declaring "I'm not ashamed of anything."

Example 6:

Tổng thống Nixon đã tuyên bố "Tôi không phải kẻ lừa đảo".

President Nixon declared "I am not a crook."

6. Other cases:

1. Insert periods after abbreviations such as academic degrees, geographic names, courtesy titles, compass points, single word headings and Latin word and phrases that are abbreviated.
2. Periods can be used to display lists, enumerate items, outlines, numerals and letters.
3. At the end of a sentence, you would space once after the period. There is no space when you use it in abbreviations. There are no spaces when a period is used in thousand separators.

Example 7: ứng (app.); cty (inc.); CPĐT (e-gov.)

(-) One space before period (wrong style)

Quotation marks

Quotation marks are used in Vietnamese for quoting sentences or phrases.

As in English Quotation Marks come as a pair of opening and closing marks in either of two styles: single ('...') or double ("..."), but there is a little difference: (+) In Vietnamese, closing mark goes before period (.), comma (,).

Example:

"Good morning, Frank," greeted HAL.

(+) "Chào anh Frank", HAL chào.

Parentheses

In English, there is no space between the parentheses and the text inside them and the same rule is applied to Vietnamese.

The text in the parentheses is for comment, explanation, without it the meaning of the phrase will not changed.

Example 1: No spaces before and after "LOB"

(+) Đường lối kinh doanh (LOB)

4.1.15 Sentence fragments

For the Microsoft voice, use of sentence fragments helps convey a conversational tone. They are used whenever possible, as they are short and to the point.

| en-US long form | en-US sentence fragment |
|--------------------------|-------------------------|
| Use the following steps. | Here's how |

Vietnamese modern voice also uses standard sentence fragments in order to keep a consistent way of representing similar source phrases, while keeping the sentences brief and maintaining the attributes of the modern voice.

| en-US source text | vi-VN long form | vi-VN sentence fragment |
|-------------------------------------|---|----------------------------|
| Start to use full version right now | Hãy bắt đầu sử dụng phiên bản đầy đủ ngay | Dùng ngay phiên bản đầy đủ |
| If you still have problems | Nếu bạn vẫn còn sự cố | Nếu còn sự cố |

4.1.16 Symbols & non-breaking spaces

According to Unicode codes of [TCVN 6909:2001](#), NBSP has hexa code 00A0H.

In HTML coding, the non-breaking space () is the entity used to represent a non-breaking space. It is essentially a standard space, the primary difference being that a browser should not break (or wrap) a line of text at the point that has .

Non-breaking spaces () should only be used whenever they are present also in the US text. Otherwise, it is recommended to use a blank space, as non-breaking spaces can create functionality problems.

- There is no space before !) , . : ; ?] } " but space after it.
- There is no space after ([{ but space before it.
- There is a non-breaking space between number and unit.
- There is no space between number and %.

Some examples: 2.34 cm, 250 GB, 80% ...

4.1.17 Verbs

1. In Vietnamese, verbs are the words that have general vocabulary meaning and specify the operation or given status of things. There are:

- Single verb: chạy, nhảy, đi, về, ăn... (run, jump, walk, return, eat, ...)
- Complex verb: quay lại, từ chối, thu thập, chọn, bắt đầu... (to go back, deny, collect, select, start ...)

(+) Recommend to specify clearly:

Loại bỏ—Remove

Xóa bỏ—Delete

Xóa—Clear

Bác bỏ—Reject

(+) Do not use speaking language, such as use "xóa" for different meaning "xóa bỏ," "loại bỏ"...

2. Tense of verbs: In Vietnamese, an adverb of time is added before the verb to specify past, continuous present and future respectively "đã," "đang" and "sẽ." We do not distinguish detailed of past and future, such as simple past, complete past, like in English or in French.

Example 1:

Tôi đang đọc (I am reading)

(+) Except for emphasizing purpose, sometimes we do not use adverb "đang," "đã," and "sẽ" for expressing tense of verbs.

Example 2:

(+) Tôi đã cài đặt chương trình diệt virus (I installed the antivirus program)

Example 3:

(+) Tôi sẽ làm việc vào chủ nhật này (I will work on this Sunday)

3. The verbs can be merged with adverbs that complement continuity meaning, such as "còn," "vẫn," "cứ"...

Example 4: (+) Tôi vẫn làm (I'm still working)

4. The verbs can be merged with adverbs that complement negative meaning, such as "không," "chưa," "chẳng"...

Example 5:

(+) Tôi không biết (I don't know)

Use of adverbs that complement negative meaning in Vietnamese depends on the negative level.

(+) Tôi không biết (In general, I don't know)

(+) Tôi chưa biết (I don't know, but I would like to know or I will know later)

(+) Tôi chẳng biết (I don't know, but I don't care)

All are translated as "I don't know"

5. The verbs can be merged with adverbs that complement demand meaning, such as "hãy," "đừng," "chớ."

Example 6:

(+) Hãy đọc ReadMe sau đây (Read the following ReadMe)

(+) Vui lòng đọc ReadMe sau đây (Please read the following ReadMe)

| English | Vietnamese |
|---|--|
| Verb in infinitive and imperative forms: Read carefully the following paragraph | (+) Add adverb "Hãy": Hãy đọc kỹ đoạn văn bản sau |
| Verb in impersonal form for description or imperative form but in subordinate clause: | (+) Not necessary to add the adverb "Hãy": (+) Để giải quyết vấn đề này, (hãy) hỏi người quản trị hệ thống của bạn để kiểm |

| English | Vietnamese |
|---|---|
| To resolve this issue, ask your system administrator to verify that Excel Services are enabled on this site and are functioning properly. | chúng là các Dịch vụ Excel được phép trên site này và hoạt động đúng. |
| Polite form: Please read... | (+) Add "Vui lòng" before verb: Vui lòng đọc ... |

6. Continuous operations are usually expressed in English with a gerund, which should be translated into Vietnamese, e.g.

1) Reading this book is compulsory—Đọc cuốn sách này là bắt buộc. In Vietnamese, we can use a verb as subject; "Đọc" (Read) in Vietnamese is a verb.

(-) Not necessary to add the article "việc" before the verb "đọc" to the gerund "reading."

2) I like programming—Tôi thích lập trình. The gerund performs the function of object; "lập trình" can be considered as "việc lập trình" (programming). I enjoy doing it myself, or the idea of programming is otherwise appealing.

3) I'm tired of arguing—(+) Tôi mệt vì tranh cãi. The gerund is preceded by the preposition; "tranh cãi" can be considered "việc tranh cãi" (arguing)

7. In Vietnamese, there are transitive and intransitive verbs, and the specific prepositions are used with each verbs:

Chuyển đổi 013AH từ hệ hexa sang hệ thập phân (Convert 013A from hexa to decimal system)

The verb "chuyển đổi" (convert) is transitive and the direct complement is "013AH từ hệ hexa sang hệ thập phân" (013A from hexa to decimal system). Two prepositions are "từ," "sang" (from, to).

5 Localization considerations

Localization means that the translated text needs to be adapted to the local language, customs, and standards.

The language in Microsoft products should have the "look and feel" of a product originally written in Vietnamese, using idiomatic syntax and terminology, while at the

same time maintaining a high level of terminological consistency, to guarantee the maximum user experience and usability for our customers.

5.1 Accessibility

Accessibility options and programs are designed to make the computer usable by people with cognitive, hearing, physical, or visual disabilities.

Hardware and software components engage a flexible, customizable user interface, alternative input and output methods, and greater exposure of screen elements. Some accessible products and services may not be available in Vietnamese-speaking markets. Please double-check with the appropriate resources.

General accessibility information can be found at <https://www.microsoft.com/en-us/accessibility/>.

5.2 Applications, products, and features

Application/product names are often trademarked or may be trademarked in the future and are therefore rarely translated. Occasionally, feature names are trademarked, too (e.g., IntelliSense™).

In Vietnamese, most feature names can be translated, to be more user-friendly . E.g., Print Preview – Xem trước khi in; Zoom- Thu phóng.

Having said that, when an application/product name or a feature name is trademarked, it should be left untranslated. E.g., Microsoft Rights Management is the name of an application, it should not be localized. Anything going with the application name that is translatable can be translated, for example Microsoft Rights Management sharing application - Ứng dụng chia sẻ Microsoft Rights Management.

As most of trademark owners don't like their products to be translated, before proceeding with the translation, please read the instructions carefully and, if instructed, leave the product names in English.

Version numbers

Version numbers always contain a period (e.g., Version 4.2). Please note the following punctuation examples of "Version x.x":

| US English | Vietnamese target |
|-------------|-------------------|
| Version 5.1 | Phiên bản 5.1 |

Version numbers are usually also a part of version strings, but technically they are not the same.

Translation of version strings

Product, feature, and component names are often located in the so-called "version strings" as they appear in the software.

Version strings that contain copyright information should always be translated.

Example:

| US English | Vietnamese target |
|--|--|
| © 2023 Microsoft Corporation. All rights reserved. | Please refer to Microsoft Language Portal to check the correct translations "All rights reserved" and "Microsoft Corporation". |

5.3 Trademarks

Trademarked names and the name Microsoft Corporation shouldn't be localized unless local laws require translation and an approved translated form of the trademark is available. A list of Microsoft trademarks is available for your reference at the following location: <https://www.microsoft.com/en-us/legal/intellectualproperty/trademarks>.

5.4 Software considerations

This section provides guidelines for the localization of UI elements.

General guidelines

- Clarity and simplicity are the key considerations.
- Be as short as possible. Avoid unnecessary words.
- Keep in mind that different devices, sizes, and formats are used, and UI should fit all of them.

- Try to achieve cross-platform consistency in products used on different platforms, including the desktop, mobile, and cloud.

Every principle in the following sections may have an exception, based on the product, the specific experience, and the customer. Interpret the guidelines in the way that results in the best experience for the customer.

5.4.1 Arrow keys

The arrow keys move input focus among the controls within a group. Pressing the right arrow key moves input focus to the next control in tab order, whereas pressing the left arrow moves input focus to the previous control. Home, End, Up, and Down also have their expected behavior within a group. Users can't navigate out of a control group using arrow keys.

5.4.2 Error messages

Error messages are messages sent by the system or a program, informing the user of an error that must be corrected in order for the program to keep running. The messages can prompt the user to take action or inform the user of an error that requires rebooting the computer.

When translating error messages, translators are encouraged to apply the [Microsoft voice principles](#) to help ensure that the target translation is natural sounding, empathetic, and not robot-like.

Vietnamese style in error messages

It is important to use consistent terminology and language style in the localized error messages, and not just translate them as they appear in the US product.

Error messages shall be translated in a declarative form. To be consistent, always use "lỗi" for "error." Example: An error occurred—Có lỗi.

Use a period after an error message. In strings ending with a placeholder, follow US punctuation if you do not know what the placeholder will be replaced with at runtime.

Standard phrases in error messages

The phrases bellow commonly occur in error messages. When you are translating them, try to use the provided target phrases. However, feel free to use other ways to express the source meaning if they work better in the context.

Error messages written in US-English are occasionally inconsistent. As you localize the software into Vietnamese, you should ensure that you use a standard phrase for error messages that have the same meaning and purpose in the US-English version.

Examples:

| English | Translation | Example | Comment |
|--|---|--|---|
| Could not ... Cannot ... | File could not be found File cannot be found | (+) Không tìm được tệp | Use of impersonal active voice and do not distinguish past and present tense |
| Failed to ... Failure of ... | Failed to connect Failure to connect | (+) Kết nối hỏng or (+) Không kết nối được | Express closer to Vietnamese, not word by word |
| Cannot find ... Could not find ... Unable to find ... Unable to locate ... | Cannot find driver software Could not find driver software Unable to find driver software Unable to locate driver software | (+) Không tìm thấy... | In English, there are different expressions, but in Vietnamese we use one "Không tìm thấy" to specify only the result. |
| Not enough memory Insufficient memory There is not enough memory There is not enough memory available | | (+) Không đủ bộ nhớ | In English there are different expressions, but in Vietnamese we use one "Không đủ bộ nhớ" to specify only the result: "Not enough memory" |
| ... is not available ... is unavailable | The command is not available | (+) Không có lệnh | The same meaning "the command not exists" |

| English | Translation | Example | Comment |
|---------|----------------------------|---------|---------|
| | The command is unavailable | | |

Error messages containing placeholders

When localizing error messages containing placeholders, try to find out what will replace the placeholder. This is necessary for the sentence to be grammatically correct when the placeholder is replaced with a word or phrase. Note that the letters used in placeholders convey a specific meaning, see examples below:

%d, %ld, %u, and %lu means <number>

%c means <letter>

%s means <string>

Examples of error messages containing placeholders:

"Checking Web %1!d! of %2!d!" means "Checking Web <number> of <number>."

"INI file "%1!-.200s!" section" means "INI file "<string>" section."

5.4.3 Keys

In English, references to key names, like arrow keys, function keys, and numeric keys, appear in normal text (not in small caps).

Key names

| English key name | Vietnamese key name |
|------------------|---------------------|
| Alt | Alt |
| Backspace | Backspace |
| Break | Break |
| Caps Lock | Caps Lock |
| Ctrl | Control |

| English key name | Vietnamese key name |
|------------------|---------------------|
| Delete | Delete |
| Down Arrow | Mũi tên Xuống |
| End | End |
| Enter | Enter |
| Esc | Esc |
| Home | Home |
| Insert | Insert |
| Left Arrow | Mũi tên Trái |
| Num Lock | Num Lock |
| Page Down | Page Down |
| Page Up | Page Up |
| Pause | Pause |
| Right Arrow | Mũi tên Phải |
| Scroll Lock | Scroll Lock |
| Shift | Shift |
| Spacebar | Cách trống |
| Tab | Tab |
| Up Arrow | Mũi tên Lên |
| Windows key | Windows key |
| print screen | print screen |
| menu key | phím menu |

5.4.4 Keyboard shortcuts

Sometimes, there are underlined or highlighted letters in menu options, commands, or dialog boxes. These letters refer to keyboard shortcuts, which help the user to perform tasks more quickly.

Examples:

New

Cancel

Options

| Keyboard shortcuts special options | Usage: Is it allowed? | Notes |
|---|----------------------------|---|
| "Slim characters," such as l, I, t, r, f can be used as keyboard shortcuts | Yes | |
| Characters with downstrokes, such as g, j, y, p and q can be used as keyboard shortcuts | Yes | |
| Extended characters can be used as keyboard shortcuts | Not recommended | It is not agreed in general on the unique way to type extended characters in Vietnamese, so it is not recommended to use extended characters as keyboard shortcuts. |
| An additional letter, appearing between brackets after item name, can be used as keyboard shortcuts | Allowed but not encouraged | |
| A number, appearing between brackets after item name, can be used as keyboard shortcut | Allowed but not encouraged | |
| A punctuation sign, appearing between brackets after item name, can be used as hotkey | Allowed but not encouraged | |

| Keyboard shortcuts special options | Usage: Is it allowed? | Notes |
|---|-----------------------|--|
| Duplicate keyboard shortcuts are allowed when no other character is available | Yes | It is ok if the software allows to move from the first to the next item. |
| No keyboard shortcut is assigned when no more characters are available (minor options only) | Yes | If no more characters are available, use a duplicate keyboard shortcut or do not assign a keyboard shortcut. |

Preferred characters to be used as keyboard shortcuts

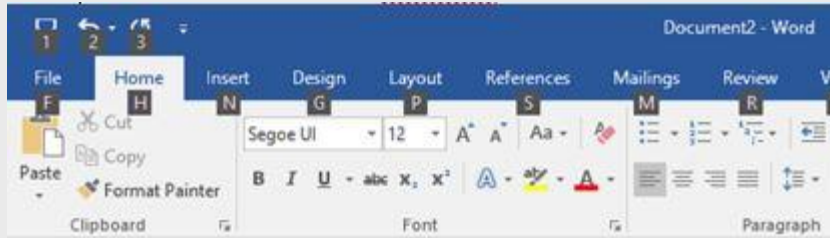
| Characters | Case sensitive |
|---|----------------|
| A B C D E G H I K L M N O P Q R S T U V X Y 0 1 2 3 4 5 6 7 8 9 | False |

Allowed characters to be used as keyboard shortcuts

| Characters | Case sensitive |
|------------|----------------|
| F J W Z | False |

Content writers usually just refer to “keyboard shortcuts” in content for a general audience. In localization, however, we distinguish the following terms:

| Term | Usage |
|-------------------|---|
| access key | <p>A subtype of keyboard shortcut. A letter or number that the user types to access UI controls that have text labels. Access keys are assigned to top-level controls so that the user can use the keyboard to move through the UI quickly.</p> <p>Example: F in Alt+F</p> <p>Example in UI localization: H&ome</p> <p>In keyboard shortcuts, most access keys are used with the Alt key.</p> |
| key tip | <p>The letter or number that appears in the ribbon when the Alt key is pressed.</p> <p>In UI localization, the key tip is the last character present in the strings after the “^” character.</p> <p>Example: In UI localization Home`H</p> |



shortcut key

A subtype of keyboard shortcut. A key that the user types to perform a common action without having to go through the UI. Shortcut keys are not available for every command.

Example: Ctrl+N, Ctrl+V

In keyboard shortcuts, most shortcut keys are used with the Ctrl key.

Ctrl+letter combinations and function keys (F1 through F12) are usually the best choices for shortcut keys.

5.4.5 Numeric keypad

Avoid distinguishing keys on the numeric keypad from other keys, unless it's required because the software makes that distinction. If it isn't obvious which keys the user needs to press, provide the necessary explanation.

5.4.6 Shortcut keys

Shortcut keys are keystrokes or combinations of keystrokes used to perform defined functions in a software application. Shortcut keys replace menu commands and are sometimes given next to the command they represent. While access keys can be used only when available on the screen, shortcut keys can be used even when they are not accessible on the screen.

Standard shortcut keys

| US command | US English shortcut key | Vietnamese command | Vietnamese shortcut key |
|--------------------------------------|-------------------------|------------------------|-------------------------|
| General Windows shortcut keys | | | |
| Help window | F1 | Cửa sổ Trợ giúp | F1 |
| Context-sensitive Help | Shift+F1 | Trợ giúp theo ngữ cảnh | Shift+F1 |

| US command | US English shortcut key | Vietnamese command | Vietnamese shortcut key |
|---|-------------------------|--|-------------------------|
| Display pop-up menu | Shift+F10 | Hiển thị menu bật lên | Shift+F10 |
| Cancel | Esc | Hủy | Esc |
| Activate/Deactivate menu bar mode | F10 | Kích hoạt/Hủy kích hoạt chế độ thanh menu | F10 |
| Switch to the next primary application | Alt+Tab | Chuyển giữa các ứng dụng đang mở | Alt+Tab |
| Display next window | Alt+Esc | Hiển thị cửa sổ tiếp theo | Alt+Esc |
| Display pop-up menu for the window | Alt+Spacebar | Hiển thị menu bật lên cho cửa sổ | Alt+Spacebar |
| Display pop-up menu for the active child window | Alt+- | Hiển thị menu bật lên cho cửa sổ con hiện hoạt | Alt+- |
| Display property sheet for current selection | Alt+Enter | Hiển thị bảng thuộc tính cho phần chọn hiện thời | Alt+Enter |
| Close active application window | Alt+F4 | Đóng cửa sổ ứng dụng hiện hoạt | Alt+F4 |
| Switch to next window within (modeless-compliant) application | Alt+F6 | Chuyển tới cửa sổ tiếp theo trong ứng dụng | Alt+F6 |
| Capture active window image to the Clipboard | Alt+Prnt Scrn | Chụp ảnh cửa sổ hiện hoạt và lưu trong Bảng tạm | Alt+Prnt Scrn |
| Capture desktop image to the Clipboard | Prnt Scrn | Chụp ảnh màn hình và lưu trong Bảng tạm | Prnt Scrn |
| Access Start button in taskbar | Ctrl+Esc | Truy nhập vào nút Bắt đầu trong thanh tác vụ | Ctrl+Esc |

| US command | US English shortcut key | Vietnamese command | Vietnamese shortcut key |
|---|-------------------------|---|-------------------------|
| Display next child window | Ctrl+F6 | Hiển thị cửa sổ con tiếp theo | Ctrl+F6 |
| Display next tabbed pane | Ctrl+Tab | Hiển thị ngăn tab tiếp theo | Ctrl+Tab |
| Launch Task Manager and system initialization | Ctrl+Shift+Esc | Khởi chạy Trình quản lý Tác vụ và khởi tạo hệ thống | Ctrl+Shift+Esc |
| File menu | | | |
| File New | Ctrl+N | Tệp Mới | Ctrl+N |
| File Open | Ctrl+O | Tệp Mở | Ctrl+O |
| File Close | Ctrl+F4 | Tệp Đóng | Ctrl+F4 |
| File Save | Ctrl+S | Tệp Lưu | Ctrl+S |
| File Save as | F12 | Tệp Lưu như | F12 |
| File Print Preview | Ctrl+F2 | Tệp Xem trước khi In | Ctrl+F2 |
| File Print | Ctrl+P | Tệp In | Ctrl+P |
| File Exit | Alt+F4 | Tệp Thoát ra | Alt+F4 |
| Edit menu | | | |
| Edit Undo | Ctrl+Z | Chỉnh sửa Hoàn tác | Ctrl+Z |
| Edit Repeat | Ctrl+Y | Chỉnh sửa Lặp lại | Ctrl+Y |
| Edit Cut | Ctrl+X | Chỉnh sửa Cắt | Ctrl+X |
| Edit Copy | Ctrl+C | Chỉnh sửa Sao | Ctrl+C |
| Edit Paste | Ctrl+V | Chỉnh sửa Dán | Ctrl+V |
| Edit Delete | Ctrl+Backspace | Chỉnh sửa Xóa bỏ | Ctrl+Backspace |

| US command | US English shortcut key | Vietnamese command | Vietnamese shortcut key |
|---------------------------|-------------------------|------------------------|-------------------------|
| Edit Select All | Ctrl+A | Chỉnh sửa Chọn tất cả | Ctrl+A |
| Edit Find | Ctrl+F | Chỉnh sửa Tìm | Ctrl+F |
| Edit Replace | Ctrl+H | Chỉnh sửa Thay thế | Ctrl+H |
| Edit Go To | Ctrl+G | Chỉnh sửa Đi tới | Ctrl+G |
| Help menu | | | |
| Help | F1 | Trợ giúp | F1 |
| Font format | | | |
| Italic | Ctrl+I | Nghiêng | Ctrl+I |
| Bold | Ctrl+B | Đậm | Ctrl+B |
| Underlined/Word underline | Ctrl+U | Gạch dưới/Gạch dưới từ | Ctrl+U |
| Large caps | Ctrl+Shift+A | Chữ hoa to | Ctrl+Shift+A |
| Small caps | Ctrl+Shift+K | Chữ hoa nhỏ | Ctrl+Shift+K |
| Paragraph format | | | |
| Centered | Ctrl+E | Căn giữa | Ctrl+E |
| Left aligned | Ctrl+L | Căn trái | Ctrl+L |
| Right aligned | Ctrl+R | Căn phải | Ctrl+R |
| Justified | Ctrl+J | Căn đều | Ctrl+J |

5.5 Voice video considerations

A video that successfully conveys the Microsoft voice has these qualities:

- It addresses only one topic (one customer problem).
- It's brief.

- It has high-quality audio.
- Its visuals add to and complement the information.
- It uses the right language variant, dialect, and accent in the voice-over.


Successful techniques for voicing video content

- Focus on the intent. Show the best way to achieve the most common task, and stick to it.
- Show empathy. Understand and acknowledge the viewer's situation.
- Use SEO (search engine optimization). Include search phrases in the title, description, and headers so that people can easily find the topic.
- Talk to the customer as if they're next to you, watching you explain the content.
- Record a scratch audio file. Use it to check for length, pace, and clarity.

5.5.1 English pronunciation

General rules

Generally speaking, English terms and product names that are left unlocalized in target material should be pronounced the English way. For instance, Microsoft must be pronounced the way it is in English. However, if your language has an established pronunciation for some common terms (such as "server"), the local pronunciation should be used. Moreover, pronunciation can be adapted to the Vietnamese phonetic system if the original pronunciation sounds very awkward in Vietnamese.

| Example | Phonetics | Comment |
|---------|---|--|
| SecurID | [sɪ'kjʊər aɪ di:] | [aɪ di: bảo mật] |
| .NET | [dot net] | [chấm net] |
| Skype | [skaɪp]  | Product names are always pronounced the way they are pronounced in the source language |

Acronyms and abbreviations

Acronyms are pronounced like real words, adapted to the local pronunciation:

| Example | Phonetics |
|---------|-------------|
| RADIUS | ['rây điốt] |

| | |
|------|-----------|
| RAS | [ráts] |
| ISA | [Ai za] |
| LAN | [Lan] |
| WAN | [Oan] |
| WAP | [Oáp] |
| MAPI | [Máp pì] |
| POP | [Pốp] |
| URL | [U Rờ Lờ] |

Other abbreviations are pronounced letter by letter.

| Example | Phonetics |
|---------|-----------|
| ICMP | [icmp] |
| IP | [ip] |
| TCP/IP | [tcp ip] |
| XML | [xml] |
| HTML | [html] |
| OWA | [owa] |
| SQL | [sql] |

URLs

"http://" should be left out; the rest of the URL should be read entirely.

"www" should be pronounced as <v đúp v đúp v đúp>.

The "dot" should be omitted, but can also be read out. If read out, then it must be pronounced the Vietnamese way, as "chấm."

| Example | Phonetics |
|--------------------------------|---|
| http://www.microsoft.com/vi-vn | [v đúp v đúp v đúp chấm mai rô sóp chấm com gạch chéo vờ i gạch ngang vờ enờ] |

Punctuation mark

Most punctuation marks (such as ? ! : ; ,) are naturally implied by the speaker's tone of voice.

En dashes (–) are used to emphasize an isolated element. An en dash should be pronounced the way a comma is, that is, as a short pause.

Special characters

Pronounce special characters such as / \ ~ < > + - using the Vietnamese translations approved in Microsoft Language Portal.

5.5.2 Tone

Use a tone that's appropriate for the text and target audience. For example, an informal, playful, and inspiring tone may be used for most Microsoft products and games, while a more formal, informative, and factual tone is appropriate in technical content.

The tone should be standard. Three main dialects are slightly different in tone, pronunciation, and terminology. Northern (Hanoi) pronunciation is considered standard.

| English | North Vietnamese | South Vietnamese | Recommended |
|-----------|------------------|------------------|-------------|
| Send mail | (+) Gửi thư | Gởi thơ | North VI |
| Select | (+) Chọn | Lựa | North VI |

5.5.3 Video voice checklist

Topic and script

- Apply the following Microsoft voice principles:
 - Single intent
 - Clarity

- Everyday language
- Friendliness
- Relatable context

Title

- Includes the intent
- Includes keywords for search

Intro: 10 seconds to set up the issue

- Put the problem into a relatable context

Action and sound

- Keep something happening, both visually and audibly, BUT...
- ...maintain an appropriate pace
- Synchronize visuals with voice-over
- Fine to alternate between first and second person
- Repetition of big points is fine

Visuals

- Eye is guided through the procedure
 - Smooth, easily trackable pointer motions
 - Judicious callout use
- Appropriate use of motion graphics and/or branding-approved visuals

Ending

- Recaps are unnecessary