UNIVERSIDAD INTERNACIONAL DE LAS AMÉRICAS

VICERRECTORIA ACADÉMICA

SCHOOL OF EDUCATION AND FOREIGN LANGUAGES

Analysis and translation of some documents from English into Spanish and vice-versa for ADT company.

Thesis Submitted to Obtain the Bachelor in English

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NOVEMBER 2022

Acknowledgements

I would like to express my deepest gratitude to my tutor, Kattia Mora, who guided me throughout this project and made me feel confident at every step of this investigation with all of her patience, feedback, and advice.

My gratitude should also go to all of those teachers who made an impact on my life, helping me to become the person and student I am today with their valuable lessons, for that reason I want to thank: Joshua, Yanith, Yenori, and Luis Diego among others that have marked my university trajectory.

Lastly, I would like to say a special thank you to Leslie Elizondo, who was always willing to help me and answer all my questions regarding this final graduation project.

Dedication

I dedicate the result of this work to my parents. Words can hardly describe how thankful I am for every opportunity that I have been provided by you throughout my entire life. I thank you with my entire heart for all the sacrifices you have made so that I can be the person I am today. I appreciate every piece of advice, every word of encouragement, and every loving gesture you had towards me through this entire process, making me feel like I was capable of anything, even when I didn't believe it myself. Thank you for being with me in this process and every moment of my life. This is all thanks to you.

To my friends, I especially thank you for watching over me throughout this long journey, for always supporting and understanding me, and for giving me a kind word every time I needed it. I am extremely grateful to have people like you in my life.

To my little four-legged companions; Doki, Coco, and Nala, who were the best and sweetest company, and who never failed to make me smile when I needed it the most.

To all those people who have been supporting me during this journey, thank you.

Abstract

The present investigation conducted by the student Alisa Jimena Mora Coronado intends to analyze what is the effect of procedures and methods used to translate the documents “Manual de Habilidades Gerenciales” from Spanish into English for ADT company and “Wireless Alarm Communicator Installation Manual from English into Spanish for ADT company?”

For the investigation the researcher used a qualitative method, the reason of this is that the investigation revolves around the translation of two manuals, the first being a management skills manual and the second one an alarm installation manual. The reason why this method is chosen, is that it seeks to collect and analyze non-numerical information, in this case, the different methods and procedures of translation.

To complete this analysis successfully, the researcher had to make an investigation taking into account the contributions made by different authors and also the theories that have emerged over the years, this to have a solid base on which information to rely on for the analysis done in both translations.

After the detailed investigation and analysis applied, this study mainly manages to demonstrate the importance of using translation procedures and methods at the moment of translating any type of text, with the purpose of obtaining a target text that is faithful to the original text and natural for the target audience. This has been achieved through the various translation procedures and methods mentioned throughout the investigation, which are the following: transposition, modulation, omission, explicitation, literal translation, amplification, and punctuation changes.

Resúmen

La presente investigación realizada por la estudiante Alisa Jimena Mora Coronado, pretende analizar y contestar a la pregunta ¿Cuál es el efecto de los procedimientos y métodos utilizados para traducir los documentos Manual de Habilidades Gerenciales del español al inglés para la empresa ADT y Manual de Instalación del Comunicador Inalámbrico de Alarma del inglés al español para la empresa ADT?

Para esta investigación, la investigadora utilizó un método cualitativo, esto ya que la investigación gira en torno a la traducción de dos manuales, el primero siendo un manual de habilidades gerenciales y el segundo un manual de instalación de alarmas. Se opta por utilizar este método ya que busca recopilar y analizar información no numérica, en este caso, los diferentes métodos y procedimientos de traducción.

Para culminar con éxito este análisis se tuvo que realizar una investigación tomando en cuenta los aportes realizados por diferentes autores y las teorías que han ido surgiendo a lo largo de los años, todo esto con el fin de tener una base sólida sobre la cual fundamentar el análisis que se realizó en ambas traducciones.

Luego de la detallada investigación y de los análisis realizados, este estudio logra demostrar la importancia de utilizar procedimientos y métodos de traducción al momento de traducir cualquier tipo de texto, con el fin de obtener un texto traducido que sea fiel al texto original y que sea natural para el público que lo leerá. Esto se logra a través de los diversos procedimientos y métodos de traducción mencionados a lo largo de la investigación, que son los

siguientes: transposición, modulación, omisión, explicitación, traducción literal, amplificación y cambios de puntuación.

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Chapter I

Introductory Framework

This research aims to analyze how procedures and methods work to translate documents from English into Spanish and vice versa for the ADT Company; these documents are manuals of processes that, with their translation, will benefit the employees and clients of the company.

This first chapter comprises five aspects: The research question of the investigation paper, the problem statement, the objectives, which include general and specific, a justification of the study, some antecedents, and the project's scope.

1.1 Problem Statement

At the moment of translating certain documents, the difficulty of the translation process depends on the complexity of the text that is about to be translated. The mentioned complexity of translation depends on the type of text, the subject, the vocabulary used by the writer, and how familiar the translator is with the topic and terms used in the text. The biggest problem when translating is having the responsibility of delivering the most accurate and closest message that the original text aims to convey and, most importantly, eradicating the language barrier of the text when passing it from one language to another.

The main problem the translator faces is needing to be more familiar with the subject of the text to be translated since not being familiar takes more time to research and understand the text. In addition, it is important to acknowledge that if the problem is not solved by the end of the translation, it will not have a successful result since the translation will not be accurate in terms of vocabulary. The message of the text would get lost. It would lack the original essence of the text. This problem needs to be resolved during the translation process, which is why the best way to do it is to look for the correct methods and processes to translate the text in the greatest way possible. Otherwise, the individuals most affected by this problem will have a final translation that implies a different meaning than the writer of the original text wanted to convey. Therefore, this project seeks to understand and answer the question: What is the effect of procedures and methods to translate the documents *Manual de Habilidades Gerenciales* from Spanish into English for ADT company and *Wireless Alarm Communicator Installation Manual* from English into Spanish for ADT company?

1.2 Objectives of the Investigation

1.2.1 General Objective

A general objective is a clear and precise statement when conducting a study. This objective must present the central idea of academic work or research and is written to define the goal to be achieved at the end of the project. In other words, the general objective defines the topic to be investigated or exposed and gives the reader an idea of what the academic paper will be about.

- To analyze the effect of procedures and methods to translate the documents *Manual de Habilidades Gerenciales* from Spanish into English for ADT company and *Wireless Alarm Communicator Installation Manual* from English into Spanish for ADT company.

1.2.2 Specific Objectives.

- To translate the documents *Manual de Habilidades Gerenciales* from Spanish into English for ADT company and *Wireless Alarm Communicator Installation Manual* from English to Spanish for ADT company.
- To apply various translation techniques to the documents in order to achieve communicative texts.
- To evaluate the effect of the translation techniques applied to the documents.
- To create a glossary with the most relevant terminology found in both texts.

1.3 Justification of the Study

The translation and analysis of the documents of this thesis will consist of a pair of manuals for the company ADT one will be an English-to-Spanish translation of a text explaining the installation of an alarm device, and the other one will be a translation from Spanish to English in which management skills and tips are discussed. The translation of these documents will be useful since both documents are manuals in which information is detailed step by step with a very specific vocabulary and aimed at a broad population. That is why having the mentioned documents translated into a second language would facilitate access. Thus more people will be able to acquire the knowledge in those manuals by reading them in the language of their preference and comfortability.

This translation of documents will be useful in the same way since one of them is a manual that explains management skills, a subject which is of great importance for companies today, and having said document explained in English will open the doors so that many people who feel more comfortable with the English language may have the possibility of acquiring the advice that this manual offers. On the other hand, the second document consists of configuration content for a wireless alarm. Having this manual in Spanish will be of great help when proceeding with the installation of the device since most technical manuals are only in the English language, and that is one of the reasons why people who are not familiar with the English language with an emphasis on a technical language do not read these manuals causing conflicts in the configuration and installation process.

The translation of the mentioned documents will positively impact the population of employees in the ADT company, a transnational company that has both non-Spanish speaking members and people who speak Spanish as their native language. With the management skills manual, the people in charge of the company's management will be able to instruct themselves on the subject in the language they prefer or even in their native language for members from other countries or even in their native language for members from other countries. On the other hand, the alarm installation manual, in addition to being useful for workers in the technical and installation areas of the company, is also useful for customers who buy these alarms for their homes and businesses since having a manual that they can read and understand comfortably in their language would facilitate the installation process without the need to contact a person from the company to carry out that process for them.

As a result of the translation of the informative documents, the transnational ADT will have the possibility of expanding the level of training that is given to its employees, therefore achieving much more capable and knowledgeable employees without language being a limiting factor, for company personnel of different nationalities and different levels and possibilities of education. In addition, the company will be able to serve better customers who get their security devices and service by giving them installation manuals that they can understand, thus making customers feel more comfortable with the company and the product.

Despite not being a topic that people constantly worry about, the lack of documents in more than one language can harm many people, companies, and institutions. This is because there may be people full of knowledge who need to become more familiar with the language in which one of the documents is written, preventing them from giving their contribution. Similarly, some people need to be trained on the subject of the documents or who need certain information. However, due to that language impediment, they need help to obtain the information and knowledge, causing them to obtain incomplete or inaccurate information. That is why it is extremely important to ensure that documents of interest are translated, making them accessible to people who speak a different language than the original document.

With the translation of these documents, there will be a stronger possibility for people who wish to expand the subject with more information and knowledge but that because of language interference, have not got the chance to do so, but would be able to do so thanks to the elimination of the language barrier, thus achieving that more people can be educated on the subject, thus, not only the people who work or consume the service of the ADT company would have that knowledge, but also anyone who wants to acquire that knowledge in their preferred language can do so without having limited access.

1.4 Antecedents

There are many definitions of translation; they all join because their purpose is to cross linguistic barriers. Passing words from one language to another is a fundamental part of today's society. It has been in constant change and progress over the years. The beginning of translation dates back to the Middle Ages, the time when written literature became popular. After a long time, the art of rhetorical and poetic expression was presented through theatrical style works to later emerge in writing with the invention of the printing press, which resulted in a great boom in books, creating the need for translation.

Translation begins as a way to preserve texts that would lose their meaning once the language they were written disappeared, so the texts were passed from one language to another to preserve them. This mainly happened with religious texts, as can be seen with the great impact of the Bible as one of the most translated texts in the history of translation. All this evolved in a way that today translation is something very common and accessible in this modern era, with many tools that simplify the entire translation process, such as how with access to a device with the internet, there are several ways to find the topic of interest in the language of preference, in addition to having many free download applications that give the possibility of translating words, sentences and complete texts with one click.

As translation is a subject of constant change and evolution, carrying out projects based on translations and their analysis of them is becoming more and more common, especially for people who are training in the area and want to become experts on the subject and pursue a career as a translator.

- An example of the mentioned type of analysis and translation projects is the thesis for a bachelor's degree in applied linguistics with a mention in translation carried out by the student Ana Carolina Izurieta Haro in the year 2012 in Ecuador, specifically in the Pontificia Catholic University of Ecuador. Said thesis was titled "Translation project from Spanish to English, the informative and academic documents offered by the schools of the Faculty of Communications, Linguistics, and Literature" The purpose of the thesis carried out by this graduate was to analyze multiple texts of different subjects. With different contents in order to identify the type of text to be translated, the author's intention, and the translation techniques used. The results obtained in her research were quite positive since she could analyze a large number of documents and texts on very different topics and with a diverse vocabulary, allowing her to make a deep analysis. To close her thesis, Ana shared her conclusions and recommendations, in which she details how three aspects are fulfilled in her translation project, such as breaking cultural and linguistic differences, the fact that having the text in English manages to reach the public more extensively, and that the recipient is anyone who wishes to find out about the academic offer of the institution she translated for. She also talks about the competence as a translator she acquired throughout her academic career and self-study that has allowed her to refine certain aspects of her training, such as the vices of the language. On the other hand, she comments on the importance of having a referential framework for carrying out a correct understanding and interpretation of the texts to have a starting point and be able to make decisions and solve possible problems that arise during the translation.

- Another example is the undergraduate thesis of student Graciela Echavarria Silva, a former student at the International University of the Americas, Costa Rica. She carried out a project entitled "Analysis of the Effect of Procedures and Methods Used to Translate Various Documents from Spanish into English and from English into Spanish for Apartotel Don Francisco," written in 2016. Her translation project was described as “the practical application of this research will consist of investigating, applying, and analyzing the different translation techniques available to evaluate which is the one that can grant the most natural and loyal target text. Also, this investigation will provide condensed sources with relevant information about translation for future students and researchers." (Echavarria, 2016) Thus, its main purpose is to ensure that people who want to be educated on the subject in the future have the material to do so.

To conclude her project, Graciela comments on her conclusions. She states that the researcher aimed to translate the texts most accurately without losing any data and making all information natural for the target text readers. Also, the researcher had to translate the text, maintaining the function of the texts as they are on the ST and the stylistic scale, as the main intention of the researcher was to deliver a translation faithful to its source but natural to its readers (2016). This explains how the translation of the text was carried out and answers the objectives mentioned at the beginning of the project. She also mentions how she, as a researcher had the objective of translating the texts most accurately without losing any data and making all information natural for the target text readers.

- Continuing with the examples of translation projects, there is the thesis of the student Carlos Andrés Vega León, who was studying translation and interpreting at the International University of the Americas, Costa Rica, in 2015. The thesis having the title "Analysis and Evaluation of the Translated Documents Institutional Improvement Plan, Initiatives financed with the funds agreed in Article 12 of the V FEES Negotiation Agreement" from Spanish into English for Universidad Estatal a Distancia UNED and "Fire Investigator, principals and practice to NFPA 923 and 1033" from English into

Spanish for Costa Rican Distinguish Fire Corps." For this project he had the main purpose of achieving an accurate translation of this document would confirm conversation and abide by the requests of the improvement plan, as well as the manual for the Fire Department of Costa Rica, which relies on the veracity of the manual to manage the knowledge and perform a proper investigation, so the purpose of translating it is to conduct safe and systematic investigations. The student obtained positive results with the translations of his different documents since he could meet the proposed objectives and also help the institutions that provided him with said documents to have the information in a second language.

As a conclusion for his thesis, Carlos comments a little about the results you obtained in contrast to the specific objectives indicated at the project's beginning. The first of his specific objectives was “to translate the documents: Plan de mejoramiento institucional, Iniciativas financiadas con los fondos acordados en el Artículo 12 del V Convenio de Negociación del FEES, from Spanish into English and Fire Investigator, principals and practice to NFPA 923 and 1033, from English into Spanish.” (León, 2015) and concludes that the translation process of the document was complex and that knowing the methods and processes is necessary. The second specific objective was "to apply the translation procedures and methods in the most effective way to achieve a faithful technical translation." (León, 2015) comments on how a completed and detailed text analysis is the first step to a faithful translation. Finally, the last specific objective, which consisted of creating a glossary of the technical terminology used in both documents, explains how a glossary is a useful tool since it becomes one of the main sources to consult the meaning of particular complex terms that appears through the documents.

- The last antecedent is the master's degree project of Blanca Alpiza Picado, a student at the National University. The current project carried out in 2016 is entitled "Translator Strategies, at the Linguistic and Registry Level, for the Translation into Spanish of Public Administration Documents, in this case, Chapter IV of the American IRS "Foreign AC." The document analyzed is eighty pages long, and its content focuses on the United States Foreign Account Tax Compliance Act (FATCA) and has a legal and highly difficult vocabulary. According to Blanca, the purpose of this translation and analysis is " comparing legal and administrative terminology used in the different Spanish-speaking countries to provide general users and translators with the right choices in each country; likewise, it aims at finding consensus regarding new terms or those that have not been translated yet.

  The results of this research and translation in comparison with the objectives were successful since it was possible to analyze the terminology and vocabulary which was part of the objectives. Finally, as a conclusion for her project, Bianca explains that it was possible, through the generation of glossaries, to define many terms and reach a consensus regarding their use. She verified the terms that differ from one language to another and the way they are used (in English or Spanish) depending on the purpose for which the documents were written.

1.5 Scope

The general intent of this study is to achieve a successful translation of two manuals for the ADT company that will be analyzed, obtaining a clear translation in the target language and with understandable words for the audience of these manuals, also to apply various translation techniques and methods in order to achieve a good translation and eliminate the language barrier so that the people who wish to access the material found in these manuals can do so in the language of their preference and convenience. Another of the expected goals at the end of this project is for both the ADT company's employees and its clients to feel more comfortable with the knowledge they can obtain about certain processes and products by having easy-to-understand documents in their preferred language.

Chapter II

Theoretical Framework

The theoretical framework covers one of the most important aspects of research work. This part consists of the structure that will support the theory that will be investigated throughout the research, based on a review of existing theories around the chosen topic, thus emphasizing the importance of thinking and acting based on theory. During the theoretical framework, the relationship of the selected topic to the previous theories is accentuated; this is achieved by the investigator doing a literary review to structure a summary of the most important theories that will give rise and support to the investigation of the thesis.

This second chapter deals with the important aspects that a translator must consider while translating: the different text styles, the stylistic scales, and the emotional tone. The translation methods are also covered, along with the different translation procedures and glossaries.

2.1 Text Analysis

The analysis of the text is one of the first and most important steps to achieve a successful translation since, during this step, the translator has the possibility of obtaining a full understanding of the text that is to be translated and also of the possible challenges that may present while translating it. Seresová and Breveníkova (2019) mentioned, “In the course of a text analysis, the translator forms an overview of the source text and acquires a clear idea of how the text should and will look.” In order to fully understand the text and have a clear idea of its topic, in addition to identifying the possible challenges that may be faced, the translator will use a general and close reading. By starting with general reading, the translator will have the possibility of getting the gist of the text and also getting to other sources to expand knowledge. After performing the general reading, the translator can continue the close reading. He can investigate words in and out of context and look for acronyms, and more details, to identify the possible challenges. After performing the analysis above, the translator can identify the text style according to today's text styles.

2.1.1 Text Styles

At the moment of translating a text, it is very important to know the type of text that is about to be translated in order to write a translation that gives an adequate message while respecting the message that the original communicator wanted to give and also maintaining the desired reaction in the target audience. Following Eugene Nida in his book "Toward a Science of Translating," the four types of texts are:

- *Narrative:* This type of text usually describes “a dynamic sequence of events, where the emphasis is on the verbs or, for English, 'dummy' or 'empty' verbs plus verb-nouns or phrasal verbs.” (Newmark, 1988, p. 13).

As described by Nida (1964), narrative texts follow a sequence of events, meaning that these texts relate different events, whether they are fictional or real events, that happen in a specific time and space and that have the main purpose of telling a story, informing, or entertain the reader. Nida also mentions that this type of text uses "dummy" or "empty verbs" these verbs are the ones that are commonly used next to other nouns, making a complete meaning, which sometimes is related to the meaning of the verbs that are being used and some other cases it is completely different. Many dummy verbs are regularly used in this type of text, such as: take, make, have, give, go, and do. An important fact to mention is that narrative texts when recounting sequences of actions, events, and information, use many of these verbs to describe the actions performed.

Various types of texts can fall into the category of narrative texts mainly because of their content and wording. For example, narrative texts can be about many different topics, but what characterizes this type is that they deal with the imaginary or real world. Besides that, they can be fictional such as fairy tales, novels, science fiction, horror stories, adventure stories, fables, myths, legends, etc. On the other hand, these texts can also be non-fictional such as articles, newspaper reports, and historical writings, which focus on narrating the facts of a certain event or moment in real life without adding fictional elements.

Some other examples that Payne explains are the following:

Adventure, mystery, fantasy, historical fiction, contemporary fiction, dilemma stories, dialogue, play scripts, film narratives, myths, fables, and traditional tales' guidance. (2012)

- *Description:* The description type of text is a static text, with emphasis on linking verbs, adjectives, and adjectival nouns, all used to provide a description. As described by Nida (1964), this type of text, as its name indicates, has the function of describing and is made up of a set of words and phrases coherently ordered and with a full and autonomous meaning that details the characteristics of reality. This type of text can be both short and long and with varied topics, depending on the type of descriptive text and what is to be described, which can be an objective or subjective description of reality. The topic covered in this type of text can be placed at the beginning or the end to make the reader understand what is being described in the text. As it is mentioned by Nida, this type of text is mostly full of elements such as adjectives that are used to describe what is being talked about in the text.

- *Discussion: "*It is a type of text with a treatment of ideas, with emphasis on abstract nouns (concepts), verbs of thought, mental activity ('consider,' 'argue,' etc.), logical argument, and connectives." (Nida, 1964) The discussion texts are the ones that present both sides of an issue or argument. As explained by Eugene Nida, discussion texts are full of verbs of thought and mental activity words, with the idea that while the readers read the text, they can understand the importance of what is being read and thus be able to form an opinion, usually in favor or against the topic that is discussed in the text.

The type of discussion text presents differing opinions, viewpoints, or perspectives on an issue, enabling the reader to explore different ideas before making an informed decision. The writer normally explores different opinions that have been researched and obtained from different sources and ends with a personal opinion or comment indicating the writer's position on the topic being discussed in the text. As Nida (1964) mentioned, this type of text is written in a certain logical and argumentative way so that the reader can understand the different topics addressed with their different support points, both negative and positive, and then formulate an opinion about it. Some of these texts can even be considered persuasive depending on how they are written since the writer often writes them in a certain way in which his opinion of the subject is shown. He subtly tries to make the reader agree with that opinion.

- *Dialogue:* The dialogue text is characterized by the communicative exchange between two or more interlocutors in such a way that these participants take turns in the roles of sender and receiver. This is because a dialogue is a conversation in which one person communicates what they want to express, the other person listens, and vice versa.

The type of dialogue text can be presented in different ways and with different uses and purposes. For example, it can be presented by the characters in a book who are having a conversation, as well as in plays in which there are dialogue texts that indicate what is going to be presented to the public along with written instructions of the movements that they must make while presenting the dialogue, or other written work that includes an exchange of words. According to Nida (1964), the texts considered dialogues count with emphasis on colloquialisms and physicists. Since they consist of conversations, the people who carry them out use a very simple vocabulary full of the expressions that are used on a day-to-day basis.

There are many other situations in which one encounters dialogue-type text, such as a situation with phone chat in which, in addition to short and dynamic written messages, emoticons, stickers, and other resources are used to communicate the emotions and thoughts of the person writing the text. Another example is an interview published in a newspaper or magazine in which the dialogue text represents the interviewee's answers. Another example of this situation is a play, as briefly mentioned above. This is because, in the case of a play, all the text is in dialogue, and since there is no narrator, the author of the work has to convey the characters' actions, feelings, and ideas through dialogue. As a final example, the situation of using a dialogue text might be present in a narrative such as a story, novel, fable, etc., because in these texts, there can also be dialogues, for example, moments when the writer includes what the characters say to each other. It is important to know that in dialogues when a character speaks, a quote starts, and a hyphen or a dash is used.

2.1.2 Stylistic Scales.

The stylistic scales are key in the translation procedure. This is because they help the translator identify the target audience of readers to whom the text would be addressed, as well as the vocabulary, tone, and difficulty needed in the translation.

2.1.2.1 *Scale of Formality*.

As defined by Martin Joos and Strevens (1967), formality in writing refers to how well you follow standard English conventions, how often you use slang or idioms, how objective you are about your topic, and how familiar or intimate you assume you are with readers. This is something that was divided by Martin Joos and Strevens, and Peter Newmark also mentions it in his book "A Textbook of Translation" this division is the following scale of formality, which goes from the most formal to the most informal level.

As mentioned, this scale is used to define the formality of a text, and for that, Newmark has stated the following order:

The first level of the scale is the officialese which is “used in official statements, it counts with a wordy vocabulary. An example of this is: The consumption of any nutriments whatsoever is categoric- ally prohibited in this establishment.” (Newmark, 1988).

The second level of this scale is the official level which is “used in official statements, but compared to the officialese, this one is less wordy. For example: The consumption of nutriments is prohibited.” (Newmark, 1988)

The third scale is the elevated level which consists of “correct vocabulary, used seriously and properly, for example: 'You are requested not to consume food in this establishment.”

Neutral: “Not formal enough but not casual enough either. Example: 'Eating is not allowed here.” (Newmark, 1988)

The following on the scale is the informal level which is the “simple everyday vocabulary, for example: 'Please don't eat here.'” (Newmark, 1988).

After the informal level, there is the colloquial level which contains “vocabulary used in a specific region and culture, for example: You can't feed your face here.” (Newmark, 1988).

One of the last ones in the scale is the slang level which includes “modern vocabulary, usually informal. For example: 'Layoffthenosh.'” (Newmark, 1988).

Finally, the last level of the formality scale is the taboo which “includes swear words as part of vocabulary. For example: ' Lay off the fucking nosh.'” (p. 14) (Newmark, 1988).

From this, "the resulting empirical measure will be shown to effectively distinguish language that is intuitively considered as "formal," from language belonging to typically "informal" styles of expression." (Heylighen & Dewaele, 2012)

Besides that, it is important to know that there is no incorrect or correct use in the different scale levels. However, at the same time, it is important to know in what context and situations to use each level to give the correct message and with the appropriate seriousness that the text requires.

2.1.2.2 *Scale of Generality or Difficulty.*

This scale is used to determine the level of difficulty of the text that readers will face when reading, considering the words used in the text, the type of vocabulary, and the target audience who will be reading the text. Considering the characteristics mentioned above that determine the difficulty scale, according to Newmark (1988), this scale is divided into the following categories:

The first category is simplicity which uses simple and understandable words. Another category is popular and uses well-known vocabulary. The following category is neutral: Uses basic vocabulary only. The next category is the educated one which uses vocabulary that someone with knowledge of the topic can understand. The following category is a technology that uses technical words to describe the topic. Finally, the last category is opaquely technical, which contains a vocabulary understandable only to an expert on the topic.

2.1.2.3 *Scale of Emotional Tone.*

As its name indicates, this scale denotes the emotional tone with which a text is written, which is a very important detail when writing a text. The emotional tone of a text can be recognized according to its vocabulary, mainly through various adjectives. This is because, depending on the text, its type, and its intention, an appropriate emotional tone must be used that matches the message. The writer wants to convey this. According to (Newmark, 1988), this scale is divided into the following types:

The first type is intense, which, as its name infers, uses many intensifiers. The second on the scale is the warm level which uses nice and sweet words emphasizing the delicacy of the discussed topic. After that, the factual level is. Next, this type uses words that describe the veracity and reality of the topic, with words, figures, and data about the topic discussed. Finally, the last on the scale is an understatement, which uses words that tone down the importance of something.

2.1.3 Text Function.

The function of a text is one of the most important characteristics of each written text. As is known, texts constitute a great unit of communication. The most important function of a text is to transmit a message defined by the writer for which a specific purpose was written, such as to inform and make a topic understood. The texts, in addition to reporting on a topic through precise and concise language, can fulfill different functions, depending on the approach that the writer wishes to give when transmitting his message since they can be used to express an emotion or idea, to convince someone to change their mind, etc. It is possible to recognize the function of each text according to certain details found within the text, such as the vocabulary used by the writer according to his intentions, such as informing, entertaining, convincing, etc. This is why different types of text functions can be identified when reading. Some of the possible functions are the following:

2.1.3.1 ***Informative.***

"The core of the informative function of language is the external situation, the facts of a topic, reality outside language, including reported ideas or theories." (Newmark, 1988). This refers to the fact that the texts with this function have the purpose of transmitting certain information to the reader, such as facts about a situation that has occurred or is occurring, data on a certain investigation, news on a certain topic, etc. All of this using a vocabulary in which exaggerations, metaphors, and rhetorical figures, in general, are avoided since this text function aims to provide the most accurate knowledge and as close to reality on the subject to be developed so that readers have accurate and correct information about what they want to know.

Some of the main characteristics of this text function are explained by Jeremy Munday in his book Introducing Translation Studies. These characteristics are the following:

"Plain communication of facts': information, knowledge, opinions, etc. The language dimension used to transmit the information is logical or referential. The content or 'topic' is the main focus of the communication." (Munday, 2001). This refers to the fact that the function of transmitting information to the reader of the text can vary according to the topic that will be discussed during the information to be exposed in the text.

> As per Jeremy Munday, the "function of an informative text should transmit the full referential or conceptual content of the source text. The translation should be in 'plain prose,' without redundancy and with the use of explicitation when required. So, the translation of an encyclopedia entry of, say, the Tyrannosaurus Rex should focus on transmitting the factual content and terminology and not worry about stylistic niceties." (2001). In other words, the informative text function focuses on conveying the message as closely as possible to the original text without giving much importance to certain accurate details.

This text function is used in many different texts that work as a source of information; some examples are the following:

Newspaper reports in which a news event is reported, TV news in which, through a visual medium with parts of a text, more information about the news that is being disclosed is reported, textbooks which have informative text on almost any topic that people want to learn about, scientific texts in which topics that inform about scientific discoveries are discussed, technical report in which they are informed about a technological process, as well as the manuals that inform users about the use of their technological device, commercial text to inform about a service or product, industrial economic texts that report on all the topics that this topic encompasses, for the people who work based on this, papers that the writer writes in order to inform about his topic, finally articles written in magazines or newspapers to inform.

It is important to know that for translation, typical 'informative' texts are concerned with any topic of knowledge, but texts about literary subjects, as they often express value judgments, are apt to lean towards 'expressiveness.'

2.1.3.2 ***Expressive.***

As Newmark (1988) explained, the core of the expressive function is the mind of the speaker, the writer, and the originator of the utterance. This refers to the fact that the expressive text function is a language function used to communicate to a receiver the moods, emotions, and feelings of the sender, which in this case is the person who wrote the text.

There are various texts in which the expressive function can be used. Some of the most common are the following:

Serious imaginative, literature, authoritative statements, autobiography, personal correspondence (involving emotions), essays, etc.

These texts with an expressive function that are mentioned have a series of important characteristics which make the text of that function. Some of these functions are explained by Jeremy Munday and are the following:

One of the most notorious characteristics is that they have a “creative composition; this meaning the author uses the aesthetic dimension of language. The author or ‘sender’ is foregrounded, as well as the form of the message.” (Munday, 2001) By this, he means that in this text function, both the writer and the final text are written in the foreground because what is shown in the intention of the text is to express the feelings of the person who writes the text.

> When translating a text with this function, it is important to consider that "the function of a definitive text should transmit the aesthetic and artistic form of the source text, in addition to ensuring the accuracy of information. The translation should use the 'identifying' method, with the translator adopting the standpoint of the source text author. The translator of James Joyce needs to try to write from the author's perspective. In literature, the style of the source text author is a priority." (Munday, 2001)

2.1.3.3 *Vocative.*

According to Newmark (1988), the known term 'vocative' calls upon' the readership to act, think or feel to 'react' in the way intended by the text. This means that the vocative function is the one used for addressing your reader in some inflected languages.

The core of the vocative function of language is the readership, the addressee. One of the main things in a vocative function is between the writer and the reader. This is because the vocative is the case used for addressing your reader in some inflected language to get the reader's attention and persuade him to agree or disagree with something, to carry out some action, to make a decision, etc.

According to Jeremy Munday (2001), "the aim of this function is to appeal to or persuade the reader or 'receiver' of the text to act in a certain way, for example, to buy a product (if an advert), or to agree to an argument (if a political speech or a barrister's concluding statement). The form of language is dialogic, and the focus is appellative."

This makes clear that texts with a vocative function are written to change the reader's point of view through specific forms of language, such as dialogic, in which the implied meaning in words uttered by a speaker and interpreted by the listener.

The target text of a vocative should produce the desired response in the target text receiver. The translation should employ the 'adaptive' method, creating an equivalent effect among target text readers. So, the target text of an advert needs to appeal to the target audience, even if new words and images are needed. (Munday, 2001) With this, Munday explains how when translating a text with a vocative function; care must be taken to preserve the persuasive intent of the text so that it produces the same effect on readers, regardless of the language in which it is used. In addition, he explains how the best way to achieve this is by using the adaptive method, in which changes are made to convey the same idea to stick to the original message that the writer wanted to convey.

There are various texts in which the vocative function can be used. Some of the most common are notices, instructions, propaganda, publicity, and popular fiction.

2.1.4 Translation Methods.

A translation method is one of the main factors to consider for any translation; this is because there must be chosen an appropriate method for each type of text which will be used throughout the translation, unlike the procedures in which they are used in small segments like words or sentences. Bardaji (2009) **says, "**In the process of translating, translators establish relationships between specific manifestations of two linguistic systems, one which has already been expressed and is therefore given, and the other which is still potential and adaptable.

"Translators are thus faced with a fixed starting point, and as they read the message, they form an impression in their minds of the target they want to reach." (Bardaji, 2009) By this, the author means that in the process of translating any text, the translators read the text, and with that knowledge, they define the method they will use, choosing which best suits the text. The importance of using these methods is mainly based on how the fundamental purpose of translation and interpretation (both processes known under the general title of transfer) consists of producing a target text communicatively recreating the message of the source text. (Wotjak, 1981). Hence, that is the reason why there are numerous methods used in order to achieve the original effect of the text. These mentioned methods are the following:

2.1.4.1 *Semantic translation*.

"Semantic translation differs from 'faithful translation' only in as far as it must take more account of the aesthetic value (that is, the beautiful and natural sound) of the SL text, compromising on 'meaning' where appropriate so that no assonance, wordplay, or repetition jars in the finished version." (Newmark, 1988) This type of translation is the one in which the aesthetic values of the original are considered more, the one that is more flexible with the meaning so that its translation does not have repetitions, and the one that has creative exceptions.

"This method is required to translate texts where style and meaning are equally important and must be translated closely as lexically as grammatically, such as literary, religious, philosophical, political, scientific, and technical texts" (Ghazala, 2016). The examples mentioned usually use this semantic translation method since they are types of texts with more aesthetic value in mind despite continuing to assess the grammatical structures of the source text, such as avoiding certain words so that no repetition ends in assonance. As this method is more flexible, the translator can be creative with some words but always keep the message of the original text.

Some of the main characteristics of this translation method, according to Hasan Ghazala (2016), are the following:

"It is more complex, more detailed, it pursues thought-process not the intention of the transmitter, it is more specific than the original, it is source language text-oriented as well as source language author-oriented, it is more concerned with accuracy of meaning of source language text. it emphasizes the content of the original, and it involves a loss of meaning."

In other words, this translation method is mainly oriented towards the author, giving them the space to be more intuitive with the text and express their creativity. In this process of creativity, one loses a little meaning by not having 100% fidelity to the original text. In addition, it is important to understand that this translation method focuses on aesthetic value, which opens up even more space for the translator to be creative by compromising the fidelity to the source text.

2.1.4.2 ***Communicative translation.***

According to Newmark (1988), "this translation method attempts to render the exact contextual meaning of the original in such a way that both content and language are readily acceptable and comprehensible to the readership" This method tries to produce an effect to its readers as close as possible to that obtained by the readers of the original text. In addition, the texts that are translated with this method focus on conveying a general message rather than a culturally specific one. This type of translation method is commonly used in the majority of texts, especially “non-literary ones, such as journalism, informative texts, textbooks, reports, scientific and technological texts, non-personal correspondence, propaganda, publicity, public notices, standardized writing, popular, non-imaginative, scientific fiction” (Ghazala, 2016).

Some of the main characteristics of this translation method, according to Hasan Ghazala (2016), are the following:

> It is clearer, more direct, more conventional, it confirms a particular register, it is very specific, it emphasizes the 'force' of the original, it involves a gain in force and clarity -required to translate the vast, it is target language text-oriented as well as target language readership-oriented, and it is more concerned with the effect on the target language.

In other words, communicative translation focuses on the text's target language, oriented toward the readers of the final translated version. Besides those characteristics, this method pays close attention to the effect of changes on the target language.

2.2 Translation Procedures.

According to Anderman (2005), throughout the ages, translation, as well as linguistics, the formal study of language, have attracted comments and speculation, all referring to whether there is a need for translators. The answer to this is and always will be yes, since translators have the possibility of noticing and applying details that a machine cannot replicate, and something that a machine cannot distinguish are the procedures.

“During the translation of a text, different procedures are used, which, unlike methods, procedures are used in small parts of a text, such as sentences. While translation methods relate to whole texts, translation procedures are used for sentences and the smaller language units." (Newmark, 1988, p. 81). This explains the main difference between a translation method and a translation procedure and allows us to understand that within each text that is translated, there will be a method to be used depending on the subject and message of the text, but that there are also many translation procedures that are used throughout a translation of a text, taking into account the content and theme of a said text and what its purpose is. Translation procedures deal with different fragments within the text to be translated, considering the types of texts in translation.

Some of the most common and important translation procedures are the following:

2.2.1 *Transposition*.

This procedure deals with making different grammatical changes when translating a text. These can include changes in words, their order, etc. This is also mentioned by Vazquez (1977), who explains how this translation technique by which a part of the discourse of the source text (TO) is replaced by a different one that in the target text (TM) carries the main semantic content of the first. It is a change of grammatical category.

One of the grammatical changes that can be made when using the transposition procedure is word substitutions. This is from the word used in the original text to the text that is being translated. This grammatical change involves replacing one-word class with another without changing the meaning of the text. Example: "She announced she would resign" to "She announced her resignation." The main characteristic of this grammatical change is changing one of the words of the fragment or sentence being translated so that the translation is better without affecting the message that the sentence or fragment wants to convey. In addition to this, in the transposition procedure, there is also a process where parts of the speech change their sequence when they are translated, for example, in a list or the order of certain adjectives, in the same way without changing the original message that part of the text should convey.

Another type of grammatical change that can be used within the transposition process is usually used when the target language does not have the same grammatical structure as the source language. Here, the translator looks for other options that help to convey the meaning that the writer of the original text wants to give.

Another one of the grammatical changes is the one defined by Newmark (1988) as "the one where literal translation is grammatically possible but may not accord with the natural usage in the TL." this makes the translator consider several possible versions. Furthermore, it is common to see that the translator commonly uses a different grammatical structure to replace a lexical gap in the transposition.

2.2.2 ***Modulation.***

“This is a translation technique that consists of varying the form of the message through a semantic or perspective change” (Vazquez, 1977) In other words, it involves changing the form of the message through a change in perspective. This allows the translator to express the same phenomenon differently. “Modulation is a variation of the form of the message, obtained by a change in the point of view. This change can be justified when, although a literal, or even transposed, translation results in a grammatically correct utterance, it is considered unsuitable, unidiomatic, or awkward in the TL.” (Vinay & Darbelnet, 1984). In addition to this, the modulation help the translator generate a change in the point of view of the message that the writer of the original text wants to give without altering its meaning and without generating an unnatural feeling in the reader of the target text.

> "As with transposition, we distinguish between free or optional modulation and those which are fixed or obligatory. A classic example of an obligatory modulation is the phrase, 'The time when . . .', which must be translated as 'le moment où . . .' [the moment where . . .]. The type of modulation which turns a negative SL expression into a positive TL expression is more often than not optional, even though this is closely linked with the structure of each language." (Vinay & Darbelnet, 1984).

Within modulation as a translation procedure, there are small subdivisions, such as the two main ones, free modulation and recorded modulation. In the case of free modulation, this is considered more practical in cases where "the target language rejects literal translation," while recorded modulation is the conventionally established one and the one considered standard.

2.2.3 *Omission*.

It is defined as dropping a word or words from the SLT while translating. It eliminates redundant elements to obtain a more concise translation for structural or stylistic reasons. (Vazquez, 1977). In other words, omission consists of eliminating the words or expressions present in the source text in the target text at the moment of the translation. This process is rare as it is a risky move that is generally used in cases where the elimination of the concept does not alter the meaning of the original sentence or is irrelevant to its understanding.

The translator must be very sure when using the omission since it is necessary to confirm that the part of the text to be eliminated is not of vital importance for the reader to understand the content of the text.

When a word is omitted from a translation, mainly a verb, it is important to consider the impact that the omission of that word will have on the text, so the translator should use this procedure if he believes that the reasons for his omission are correct and that they can be syntactic, stylistic, or pragmatic. They do not apply in the target language. It is important to recognize that if the meaning conveyed by a particular element or expression is not vital enough to the development of the text to justify distracting the reader with lengthy explanations, translators may omit that word or small fragment at the time of the translation of the text.

2.2.4 *Amplification*.

This translation technique expands the meaning of a grammatical category, mainly of a preposition, from a TO to a TM to express the same idea. (Vazquez, 1977). This is by adding new linguistic elements in the target text to continue expressing the same idea and to fill in lexical gaps that may appear during translation. This is done based on the data of the text, making the translator add new information not put in the source text by using more words in the target text to cover syntactic or lexical gaps.

During this process in which the translator adds details that are not present or expressed in the source text but are necessary for the target text, it is done so that the recipients of the target text who are going to read the translated text can understand what it is about without feeling that the text sounds unnatural or strange.

2.2.5 *Explicitation*.

This is defined by Vinay and Darbelnet (1984) as "a procedure that consists in introducing in the target language details that remain implicit in the source language but become clear through the relevant context or situation" Being a procedure in which the translation gives specifications that are only implicit in the source text.

An important detail is that the explicitation can also include changes that result in an expression more general than the corresponding source text, which is also common in translation.

Nida (1964) also mentions this procedure in his book "Toward a Science of Translating," giving a brief explanation under the term 'addition' which refers to adding words that "may legitimately be incorporated into a translation" (p. 227).

2.2.6 *Literal Translation*.

> “Known as a word for word translation, which relies on the direct transfer of a text from source language into a grammatical and meaningful text in target language in which the translators’ task is limited to observing the adherence to the linguistic servitudes of the TL” (Vinay & Darbelnet, 1984)

As explained, this translation procedure is the one that is closest to the original text since it focuses on a translation that is practically the same as the one that is translated word by word, unlike other procedures in which small changes are made during the translation to obtain a more natural and understandable text for readers of the target language.

> Such a literal translation is rare when the languages in question are more distant. Alternatively, to put it another way, the term 'literal' has tended to be used with a different focus, sometimes to denote a TT that is overly close or influenced by the ST or SL (Vinay & Darbelnet, 1984).

This explains how this translation procedure, despite being one of the most recognized, is not so common when used because sometimes the languages of the original text and the one to be reached are very distant from each other, resulting in a somewhat strange text for the readers of the translated text. On the other hand, this translation procedure is perfect for languages closer to each other as many syntactic similarities make the translation sound more natural than robotic.

According to Vazquez Ayora (1977), "the technique that designates the passage from the source language to the target language that gives rise to a text that is both correct and idiomatic without the translator having to worry about anything other than idiomatic servitude." In other words, a literal translation is a process of changing the text from the source language to the target language in a precise way, without the translator having to stop and worry about possible idiomatic variants while translating.

The "literal translation occurs when there is the same structural, lexical, and even morphological equivalence between two languages. According to the authors, this is only possible when the two languages are very close. Oblique translation occurs when word-for-word translation is impossible." (El Ghazi & Bnini, 2019). As previously mentioned, both languages must be close to using the literal translation procedure successfully.

The oblique translation is also briefly mentioned, which is directly the opposite of literal translation because, unlike literal, it can only be used when the two languages and cultures of the source language and target language texts are further apart.

2.2.7 *Punctuation changes.*

Punctuation is one of the most important parts of a text, and it must be paid close attention to when translating, and that is why there is a procedure that deals with all punctuation changes made when translating. It refers to making punctuation changes in the text, following the rules of the target language. When a translator executes a translation, he or she must consider punctuation rules since each language has its own punctuation rules that must be respected.

It is important to understand that a text can be perfectly read and understood in its original form in the source language. However, suppose it is translated and transmitted in a target language that ignores the punctuation rules of the language. In that case, the text can mean different things, so paying attention to such punctuation changes is of utmost importance during translation.

Bearing in mind the mentioned information, it can be understood that punctuation changes when translating a text are highly important. Some examples of these changes are:

- "Exclamatory and interrogative signs: In English these are used only at the end of the exclamation or question mark in Spanish there are initials and finals." (Orellana, 2005)
- "Comma. English uses the comma (.) after sentences. salutation in personal correspondence, and a colon (:) in business letters." (Orellana, 2005)
- "The two points. While English uses a comma (.) in the direct quotation, Spanish uses the colon (:) or the stripe." (Orellana, 2005)

The examples mentioned are some of the main and most notorious punctuation changes in a translation. However, in addition to these, there may be other equally important ones that should be given the same attention.

2.3 Glossaries.

This section of the chapter will discuss glossaries. As is well known, glossaries consist of alphabetized catalogs of the words or expressions of one or more texts that are difficult to understand, together with their meaning or some important comment, to achieve a better understanding for the reader.

Glossaries are of high importance, especially in translation, emphasizing the importance of these for translators, the importance of the translation process, and how a glossary is created. All this is important because, according to Gapper (1975), the proper design of a terminology project, such as the glossary of a translation, is essential for the product to be useful and accurate and for the project to run smoothly. Some of the important things to know are the following:

First, the relevance for the translator is important so that the translator can separate the analysis of his translation according to methods, techniques, and procedures and thus find what he needs efficiently.

Another important thing to mention is the relevance of the translation process: It is highly relevant in that when generating the translation, more consistent results can be obtained by documenting all the methods, words, and styles used during the analysis and translation.

Finally, it is important to comprehend how to create a glossary, which consists of a process of steps, starting with making a selection of the terms and methods to be used during the translation, then proceeding with the translation process, analyzing the translation, and contrast it with what was mentioned in the glossary.

> "A useful approach to adopt when faced with new subject matter is to compile a glossary before you start the translation proper. Check what is already available before 're-

> inventing the wheel'. Scan through the source document for unfamiliar words and make a list of them." (Samuelsson-Brown, 2010)

In other words, a useful way to overcome translation challenges is to start by creating a glossary. To do this, the translator must read the source text and highlight the words that he does not know, are difficult or unusual in order to be able to create a list of said words and research them, thereby creating the glossary itself.

Chapter III

Methodological Framework

A methodological framework is a tool used to guide the investigator through the sequence of steps to complete a procedure, in this case, a translation and the analysis of it. This chapter aims to analyze the research approach used for the translation project reviewed through this investigation, the research design used to get the right information to solve the problem, the information sources used, and the analysis categories.

3.1 Research Approach

The moment writing a project such as a thesis, which is based on the way students carry out an argument and develop their skills in making connections between ideas, it is important to know that it can be carried out under different approaches, this depending on the focus given to the investigation and its subject. The different approaches that can be used in a thesis paper are the quantitative, qualitative, and mixed approaches.

Starting with the quantitative approach, which iBabbie defines as “an approach that emphasizes objective measurements and the statistical, mathematical, or numerical analysis of data collected through polls, questionnaires, and surveys, or by manipulating pre-existing statistical data using computational techniques.” (2010). Quantitative research has the main objective of collecting numerical data to generalize them between groups of people or explain a particular phenomenon. On the other hand, the qualitative approach is the opposite of the quantitative one.

Bhandari has stated the following:

> The qualitative approach “involves collecting and analyzing non-numerical data (e.g., text, video, or audio) to understand concepts, opinions, or experiences. It can be used to gather in-depth insights into a problem or generate new ideas for research. It is used to understand how people experience the world. While there are many approaches to qualitative research, they tend to be flexible and focus on retaining rich meaning when interpreting data” (2020)

In this case, the qualitative approach is the one that better serves this investigation since translation is quoted as a personal business between the translator and the text.

Finally, there is the mixed approach, which, as the word indicates, is a combination of the qualitative approach and the quantitative approach, in which whereby researchers collect and analyze both quantitative and qualitative data within the same study (Shorten & Smith, 2017)

3.2 Research Design

The research design is the part of the research that consists of the different research methods and techniques chosen by the researcher to do an investigation, in this case, the analysis of a translation. As defined by the Leverage team, a research design is a compilation of information or data explored by setting a hypothesis and generating substantive findings in an organized way (2021).

In the case of this document translation thesis, the design used is the descriptive design which is based on how the researcher explains the situation or the case to be investigated in depth in their research materials. This research design has a purely theoretical basis, which is why it is suggested for a translation project such as the present one since, in this design, data is collected, analyzed, and then presented to be explained. Descriptive design can use a wide range of approaches in contrast to experimental research in which the student observes what happens and measures it, which would not work in an investigation on the analysis of translation methods and procedures. In other words, while qualitative research can also be used for descriptive reasons, a descriptive research design method is generally thought of as quantitative research. With all of the facts mentioned above, it is explained the reason why this research uses a descriptive design.

3.3 Information Sources

To write an investigation, it is very important to know which sources to investigate, which is why there are different types of sources, such as primary, secondary, and tertiary.

Starting with the primary sources, are records of events or evidence as they are first described or happened without any interpretation or commentary. It is the information shown for the first time or original materials on which another research is based. Primary sources display original thinking, report on discoveries, or share new information. An example of primary sources are books. On the other hand, secondary sources exist based on primary sources since they often try to describe or explain primary sources. They tend to be works that summarize, interpret, reorganize, or otherwise provide added value to a primary source. Some examples of these sources are magazine and newspaper articles. Finally, there are tertiary sources: index, abstract, and other sources. Some reference materials and textbooks are considered tertiary sources whose chief purpose is to list, summarize or repackage ideas or other information. An example of these tertiary sources is dictionaries or glossaries. Tertiary sources are usually not credited to a particular author.

3.4 Analysis Categories

The present research works under the Qualitative Research approach, which involves collecting and analyzing non-numerical data such as texts, videos, pictures, and such to understand different concepts and topics and get overall results. In this approach, the information must be processed, which is why it is divided into different categories: translation, translation procedures, glossary, and text analysis.

3.4.1 Translation

The translation is all about naturality. Its main concern is to provide target language readers with the same document available to those of the source language, adapted to them in such a way that the translation process is not evident so that they can feel comfortable when reading the text, without confronting a language barrier, the definition of translation stresses according to the Cambridge Dictionary "translation is the activity or process of changing the words of one language into the words of another language that have the same meaning" (2022).

Despite the confusion many people might have, translation is different from interpretation because translation is only given in written form, while interpretation is performed orally. Translation consists of two types of languages, the first being the source language of the text and the second being the target language. The first is the language in which the document was originally written, while the second is the language in which the documents must be translated.

Nowadays, translation is a large field that many people are interested in and which many students want to specialize in. The interest in this profession arises due to the breaking down of language ba. It ensures that more people have access to the same content in their language of knowledge and preference. In addition, other situations add to the importance of translation in society, such as the fact that there are many countries in which some of those who reside do not fully know the main language of the place, making them need material in a language that they do know.

Despite the popular belief that translators are not necessary just because there are already many virtual translation systems and applications, translators are very important to society since they are different types of translation. Each of them is unique and has its requirements and difficulties, so a person needs to carry out the work and face these difficulties, such as the various translation processes and procedures. Many translators find their particular areas of expertise, making them even more on-demand, depending on the field. For example, medical translators can become specialized on topics like cancer (oncology) the wording and definitions on such a delicate field requires for it to be handled by a human being how can handle the translation in a way artificial intelligence cannot handle yet. The same happens with other areas like law and its different branches, in which total precision of terminology is needed, something an artificial intelligence will only sometimes achieve correctly.

3.4.2 Translation Procedures

To achieve a successful translation, it is important to know the translation procedures. Translation procedures are the technical devices used to transfer the meaning of a text into one language to another (Pinchuck, 1977). Translation procedures, unlike translation methods, are used in micro-textual units, such as sentences and smaller language units. These procedures are used by translators when they formulate an equivalence. This transfers elements from the source text (ST) to the target text (TT). These procedures help translators to formulate the appropriate equivalence for the segment, sentence, or word they are translating.

The different types of procedures are used depending on the segment that will be translated and its intention of it. It is quite common and almost certain that there will be more than one procedure in the same translation, and some translations may result from a group of different procedures to achieve the best result. According to Nida (1964), it is important to know some of the fundamental procedures that are significant for the moment of performing the translation task, these procedures are divided into two categories which are technical and organizational.

These mentioned categories are used to help the translation process. The category of technical procedures is based on the process that the translator follows to convert a text from the source language to the target language, this procedure consists of three stages: analysis of the source and target language, the in-depth study of the source language, and finally the determination of the appropriate equivalents. On the other hand, the category of organizational procedures centers on how a translation process m. Organized and deals with constantly reevaluating the translation attempt, focusing on revision and contrasting existing material to get the best result possible.

Considering these different sub-categories, the translation process can be simpler and more accurate, thus helping the translator who may face difficulties during the translation.

3.4.3 Glossary

A glossary, as defined by the Cambridge Dictionary (2022) is an alphabetical list, with meanings, of the words or phrases in a text that are difficult to understand. Glossaries are generally used when the words, phrases, and abbreviations used in the content relate to a specific topic in the paper that the person reading it must know the meaning of to understand what they are reading.

A translation glossary is a useful document that helps translators to use the correct terms thanks to a list containing specific terms from each industry and field, they can be found online. In addition, a glossary can also provide the pronunciation of a word or phrase and examples of how to use the words in context. There are different types of glossaries depending on the different needs, for example, there are glossaries that are used for translation.

3.4.4 Text Analysis

According to Newmark (1988) A translator begins the job by reading the original for two purposes: first, to understand what it is about; second, to analyze it from a 'translator's' point of view instead of a linguistic, literary, or student perspective. The moment of analyzing the text is one of the most crucial steps in the translation process, this is because the analysis of the text assures the translator what level of comprehension he or she has on the subject of the text that is about to be translated, besides helping the translator to make informed decisions. Besides that, reading the text helps the translator determine its intention and the way it is written to choose an appropriate translation method.

Understanding the text requires both general and close reading (Newmark, 1988). In general reading, the translator reads the text to get the essence of the text. In order to do that translators may need other sources to expand their knowledge, such as textbooks, encyclopedias and specialized papers. On the other hand, close reading is used to get the big picture. This reading style helps the translator to overcome obstacles, such as difficult words out of context or in context. When doing the close reading, the translator must look for everything that does not make sense according to the context. Therefore look for acronyms, measures, etc.

It is important that after finishing the general and close reading steps, the translator makes sure to note the cultural aspects of the source language text. During this process the translator can mark the cultural words and terms specific to the text to be translated and the people who read it.

After reading the text, the next step is to analyze the type of the text, which according to Nida (1964) can be four different ones listed as: Narrative text, which contains dynamic sequences of events. Description text which is static and full of adjectives, discussion text which is a treatment of ideas, and finally, the dialogue text which emphasizes colloquialisms.

By following the above steps, the translator can achieve a successful text analysis that will help simplify the translation process by making the translator feel more comfortable with the text and have the necessary knowledge to make informed decisions, thus achieving the most competent translation possible.

3.5 Data collection Instruments

The data collection instruments refer to the devices and tools used to collect data and are commonly used by the researcher during the research process. These instruments are used to capture substantiated evidence that manages to answer araised in the research proposal and objectivess of the research. Through data collection, the investigator in charge of the investigation can deduce quasupporting its research topicearch topic. In this research, the researcher will use three instruments: the data, firstly the analysis, then the color-cart, and finally the glossaries.

3.5.1 Text Analysis

According to Newmark (1988) In principle, a translational analysis of the SL text based on its comprehension is the first stage of translation and the basis of the useful discipline of translation criticism. The analysis of the text it is how the translator can understand what he or she will face during the translation process and also have information that supports him or her to carry out an appropriate translation based on the information obtained during said process.

Below there is an example of the Text Analysis table that will be elaborated in this research for each of the source texts, one being in Spanish and the other one in English:

Figure 1

Text Analysis	**Text 1**	**Text 2**
Text Style		
Text Function		
Stylistic Scale		
Formality		
Generality or Difficulty		
Emotional Tone		

Figure 1 shows the instrument that the researcher will use the text. Source: Researcher´s own creation.

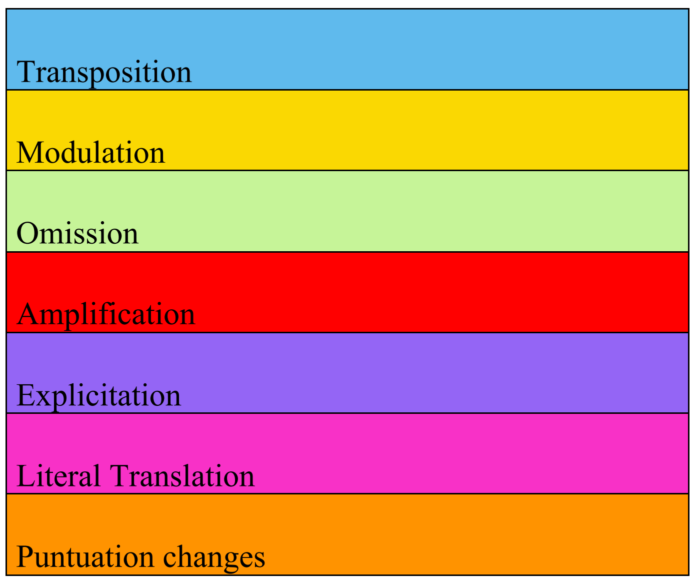
3.5.2 Color-coding Chart

The second data collection instrument used in this research is the color-coding chart. This tool will be used when analyzing the different paragraphs of each translation in the present research, which will be fifteen paragraphs per translation.

The purpose of this color-coding chart is that the research reader can easily understand the different translation procedures used throughout each translated paragraph and segment, by associating each procedure to a different color.

The seven different translation procedures and colors used for this investigation are the following: transposition, light blue; modulation, yellow; omission, light green; amplification, red; explicitation, purple; literal translation, pink; and punctuation changes, orange.

Figure 2



Color-coding. Source: researcher's own creation

3.5.3 Glossaries

The third and final data collection instrument will be a glossary. As mentioned earlier in this third chapter, the glossary is one of the most important parts to understand a paper, mainly one that contains a translation.

Glossaries play a huge part in making and in the analysis of a translation, this to make sure that the translated content is accurate, thus achieving high-quality produced translations.

Since these are two different translations, two bilingual glossaries will be used, the first from English to Spanish and the second from Spanish to English. Both glossaries will have four columns: “Source Language”, “Target Language”, “Grammatical Category”, and “Definition”.

An example of what this glossary will look like is in the following table:

Figure 3

Source Laguage	**Target Language**	**Grammatical Category**	**Definition**

Figure 3 shows the instrument that the researcher will use to create the glossary from English into Spanish. Source: Researcher´s own creation.

3.6 Collection data process and data analysis

The data collection and the data analysis process is one of the most important parts of each research, that is the reason why in this present investigation the following steps will be followed.

To begin with, the translator will start the process by reading the original texts, in this case the manual from English to Spanish and the manual from Spanish to English, this in order to understand what each text is about, understand its intention, and be able to analyze them from the translator's point of view. While doing this following the steps of the general ding, achieving an unsubject's essenceence of the subject to be translated and the possible challenges, as well as achieving a well-founded basis for the decisions that must be made during the translation process.

After this, the researcher will fill in the text analysis table. This step includes the previously mentioned close and general reading, which will help the translator to identify possible challenges that he or she may face during the translation process.

In the next step, the researcher will translate both texts into the target language. Thirdly, the researcher will collect important data through the data collection instruments, in this case the color-coding chart and the glossaries of each text. The color-coding chart will helhe investigator to associate each translation procedure withto analyze to analyze what is the effect of the translation procedures and methods in both texts. Finally, the researcher will create two glossaries that will bring together the most relevant terminology found in the translated texts, improving the quality of the available translation, and facilitating the reader's understanding.

Chapter IV

Translation of Documents

In this chapter, the translation of documents for the ADT company will be held. The first document to be translated will be the Wireless Alarm Communicator Installation Manual for the translation from English to Spanish. The second document to be translated is the Manual de Habilidades Gerenciales from Spanish to English.

4.1 English to Spanish Translation

MANUAL DE INSTALACIÓN 5.0 DEL COMUNICADOR DE ALARMA INALÁMBRICO 3G (HSPA) 3G4000W

Seguridad

Este manual contiene información sobre las limitaciones del uso, el funcionamiento del producto y sobre las limitaciones de la responsabilidad del fabricante. Léalo atentamente antes de utilizar el producto.

Importante: El equipo es de montaje fijo en la pared y debe ser instalado en la posición indicada en estas instrucciones. El encierro del equipo se debe montar y cerrar por completo, fijando todos los tornillos o las solapas y asegurarlas a la pared antes de la operación. El cableado interno se debe acomodar de manera que evite:

- Tensión excesiva en el cable y en las conexiones de la terminal.
- Aflojamiento de las conexiones de la terminal.
- Daños en el aislamiento del conductor.

Advertencia: ¡Nunca instale este dispositivo durante una tormenta eléctrica!

Siga estas instrucciones para el uso del equipo:

• El usuario final no debe realizar el mantenimiento del producto. La apertura o el desmontaje de las cubiertas puede exponer al usuario a voltajes elevados u otros riesgos. Cualquier servicio debe ser realizado exclusivamente por profesionales de servicio calificados.

• Utilice exclusivamente accesorios autorizados con este equipo.

Advertencia: No deseche la batería en fuego o agua. Desechar la batería en fuego provocará su ruptura y explosión. No deseche la batería como residuo municipal no clasificado. Consulte la normativa y/o las leyes locales sobre el reciclaje de este conjunto de batería de NiMH. Hacer esto ayudará a proteger el medioambiente. Algunos de los materiales que se encuentran en la batería podrían tornarse tóxicos en caso de no eliminarse de forma correcta, y podría dañar el medioambiente.

Introducción

El 3G4000W es un comunicador inalámbrico que envía información del sistema de alarma a un receptor SurGard SG-System I-IP, II, III, IV o 5 mediante una red inalámbrica 3G (HSPA) o 2G (GPRS). Este comunicador inalámbrico se puede utilizar con unidades de control compatibles con homologación UL/ULC, siguiendo las instrucciones de instalación del fabricante.

Nota: El 3G4000W se ha diseñado para funcionar con el formato de comunicación Contact ID como detalla la norma SIA DC-05 y el estándar SIA DC-03 para 300 baudios. Antes de finalizar la instalación del sistema de monitorización de alarma en el sitio, compruebe si la comunicación es exitosa con la supervisión de la estación central al enviar varios eventos y obtener la confirmación de su recepción.

Características

• Compatibilidad con el formato de comunicación Contact ID de 4 o 10 dígitos como detallan los estándares SIA DC-05 y SIA DC-03 para 300 baudios. Ejemplos de centrales de alarma compatibles adecuados se incluyen en los modelos DSC: PC1864, PC1832, PC1616, PC4020, HS3032, HS3128, HS3248, HS2016, HS2032, HS2064, HS2128.

• Simulación de línea terrestre.

• Cambio automático a la red 3G (HSPA) o 2G (GPRS) en caso de problemas con la línea terrestre.

Por ejemplo, en caso de caída de la línea terrestre.

• Indicador de intensidad de señal inalámbrica.

• Salida programable.

• Interruptor de seguridad de pared y estuche.

• Protección frente a sobretensión de línea terrestre.

• Radio a cuatro bandas GSM/EDGE.

• Entradas programables.

• Comunicación por Internet mediante 3G (HSPA) o 2G (GPRS) con SurGard SG-System I-IP / II / III / IV / 5.

• Monitoreo de transmisión de central para hasta cuatro números de teléfono.

• Actualización del firmware local o remoto.

• Soporte de DLS para estados, actualizaciones del firmware y obtención del historial de eventos.

• Selección avanzada del operador.

• Detección del formato del tablero.

• Diagnóstico remoto.

Especificaciones técnicas

El voltaje de entrada para el 3G4000W se puede obtener de un panel de control listado UL/ULC o ser dado por una fuente de alimentación externa listada UL/ULC (con una batería de respaldo) calificada para la aplicación (fuente de alimentación externa limitada).

Descripción:

Este equipo (3G4000W) es fijo y solo debe ser instalado por el Personal de Servicios (Personal de Servicios se define como una persona que posee la preparación técnica apropiada y la experiencia necesaria para ser consciente de los riesgos a los que esa persona puede exponerse al realizar esa tarea, y de las medidas disponibles para minimizar los riesgos para esa persona u otras). Debe ser instalado y utilizado dentro de un ambiente que proporcione un grado de contaminación máximo de 2, sobre voltajes de categoría 1, únicamente en interiores no peligrosos. Este Manual debe utilizarse con el Manual de Instalación del panel de control de la alarma correspondiente. Todas las instrucciones determinadas en el manual deben ser observadas.

Este 3G4000W administra trasmisiones a una estación central y puede simular una línea fija en caso de un problema (por ejemplo, línea fija caída) o incluso sustituir la línea fija por completo en áreas donde se provee el servicio inalámbrico 3G o 2G y no hay una línea fija disponible. El 3G4000W puede comunicar señales de alarma usando la red de datos de telefonía móvil. Esta capacidad garantiza una ruta rápida y confiable a las estaciones centrales equipadas con un receptor SurGard SG-System I-IP / II / III / IV / 5. Al conectar un 3G4000W a la interfaz PSTN estándar de un panel de control, las señales Contact ID o SIA desarrolladas a partir del teléfono, se decodifican y se enrutan sin problemas a través de la red celular, a cualquiera de las opciones de receptor compatibles.

Rendimiento

El desempeño del 3G4000W depende en gran medida de la cobertura de la red inalámbrica. Por consiguiente, no está hecho para estar montado permanentemente sin primero realizar pruebas de nivel para determinar la mejor ubicación para la recepción. La indicación LED de estado mínimo para intensidad de la señal es un verde o amarillo encendido. Se debe activar la tarjeta SIM antes de realizar una prueba de nivel para asegurar que los resultados son específicos para la red doméstica determinada por la tarjeta SIM.

Están disponibles kits de extensión de antena opcionales: LTE-15/25/50ANT (15 pies/4,6 m, 25 pies/7,6 m o 50 pies/15,2 m).

Suministre energía al 3G4000W usando una unidad de control listada como compatible o también una fuente de alimentación listada como compatible, que cumpla con las clasificaciones especificadas. La fuente de alimentación debe ser listada para aplicaciones contra robo y proveer un mínimo de 4 horas de capacidad de energía de reserva. Un ejemplo de una unidad de control compatible, listada y adecuada es el modelo DSC PC1864 con una salida AUX nominal de 11,1 - 12,6 V CC. Un ejemplo de una fuente de alimentación listada y adecuada es el modelo DSC PC5204 con una salida AUX nominal de 11.612.6 V CC.

Instalación del 3G4000W

Para instalar el 3G4000W, complete los siguientes procedimientos:

1. Activación de la tarjeta SIM.

2. Creación de una nueva cuenta dentro del software de descarga.

3. Inicio del receptor.

4. Montaje del 3G4000W.

Activación de la tarjeta SIM

El comunicador de alarma celular 3G4000W requiere una tarjeta SIM, solo de datos, en el tamaño 3FF. Se debe activar la tarjeta SIM con el plan de datos y de facturación correctos antes de instalar el comunicador de alarma.

Para activar la tarjeta SIM debe asegurarse de tener señal con la mejor intensidad al completar los siguientes pasos.

1- Remover la cubierta frontal insertando un destornillador en cada una de las ranuras de la parte inferior de la envoltura o porta baterías, empujando hacia abajo.

2. Aplicar energía (DC y/o batería)

- Si la fuerza de la señal es adecuada, la tarjeta SIM se activa. La luz LED color rojo es fija, la luz LED azul está apagada y la intensidad de señal de los LED muestran la intensidad promedio de la señal. En este estado, el 3G4000W está registrado en la red celular. Si la intensidad de la señal es muy baja o si el LED de señal de la parte inferior está apagado o destellando, el 3G4000W busca emisores con la intensidad de señal suficiente. Para más información consulte Exploración del emisor debido a una intensidad de señal insuficiente.

- Si la intensidad de la señal es muy baja, la tarjeta SIM no se activa. La luz LED roja destella, la luz LED azul está apagada y la intensidad de señal de los LED muestran la intensidad de señal promedio. En este estado, el 3G4000W no es capaz de registraste en la red celular porque está inactiva. La intensidad de la señal indicada puede ser de cualquier antena de telefonía móvil cercana, incluyendo las torres celulares que pertenecen a los socios fijos (de itinerancia de datos) y no necesariamente se refleja en la intensidad de la señal de la red prevista. El 3G4000W permanece en este estado hasta que la tarjeta SIM se active.

Luego de registrarlo de manera exitosa en la red celular 2G o 3G, el 3G4000W, indicará la intensidad de la señal. Cuando el 3G4000W se conecta a un proveedor con una señal suficientemente intensa, la señal mínima del LED está fija para indicar que la tarjeta SIM está activada.

3. Luego de que la tarjeta SIM se activa, el 3G4000W te indicará crear una cuenta dentro del software DLS. Para más información, consulte Creando una nueva cuenta dentro del software DLS.

Escaneo de proveedor debido a una intensidad de señal insuficiente

El 3G4000W escanea las redes celulares alrededor y se conecta al proveedor. Al realizarse esta acción, los cuatro LED se activan para mostrar una secuencia de escaneo. Los LED se desplazan de arriba abajo y luego de abajo hacia arriba. Este ciclo continúa hasta que el 3G4000W esté conectado al proveedor con una intensidad de señal suficiente. Este proceso puede tomar varios minutos. La secuencia del escaneo del proveedor se repite hasta que esté completo.

Creación de cuenta nueva en el software DLS

Para crear una cuenta nueva en el software de descarga:

1. Inicie el software de descarga.

2. En la página de inicio del software DLS, haga clic en Cuenta nueva.

3. Introduzca un nombre para la cuenta.

4. En la lista Tipo de central, seleccione 3G4000W V5.0.

5. Seleccione SMS como tipo de conexión.

6. Introduzca el número de teléfono de la tarjeta SIM.

7. Opcional: Utilice la función de plantilla de cuenta para cargar rápidamente el APN de la red celular, la información de acceso, contraseña para la tarjeta SIM, los puertos e IP del recibidor, para no tener que introducir estos datos manualmente para cada instalación. Para más información sobre las plantillas, busque Mantenimiento de plantilla en el menú Ayuda de DLS.

8. Retire la cubierta de la funda.

9. Conecte un adaptador PC-Link de 4 clavijas y un cable al cabezal PCLINK de la placa de circuitos del 3G4000W.

Inicio de la recepción

Para empezar, las luces LED roja y azul son fijas, la intensidad de señal de ambas está apagada.

Cuando el 3G4000W envía una solicitud para comunicarse con el recibidor, la luz LED más intensa comienza a parpadear.

Cuando la estación central se comunica de vuelta con el 3G4000W, la luz LED más intensa se enciende de forma fija.

Cuando el 3G4000W envía una solicitud para comunicarse con el próximo receptor, si está programado la luz LED menos intensa comienza a parpadear.

Cuando se recibe una señal de la estación central, la luz LED menos intensa se enciende de forma continua.

Si al menos uno de los receptores no se pudo iniciar, la señal de la luz LED correspondiente a ese receptor se apaga.

Montaje del 3G4000W

Antes de empezar: Si utiliza un marco decorativo para 3G4000W, parta la placa posterior del 3G4000W contra el marco decorativo antes de montarlo en la pared. En caso de realizar un montaje al ras con una antena de extensión, retire el separador proporcionado del marco decorativo antes del montaje.

1. Utilice los agujeros de montaje de la placa posterior del 3G4000W para marcar las 4 ubicaciones de los tornillos.

Nota: Busque ¿la forma de entubar el cable? y ¿canalizar el agua? antes de taladrar.

2. Taladre los agujeros para los tornillos de sujeción.

3. Inspeccione la superficie de montaje. Compruebe que la superficie es plana y que puede sujetar el interruptor de seguridad de pared en posición cerrada tras el montaje.

4. Monte la funda en la pared utilizando tornillos de sujeción. No se proporcionan tornillos de sujeción con el 3G4000W. En caso de no poder asegurar el interruptor de seguridad, se puede desactivar mediante una opción configurable. Para más información, consulte la sección de interruptor de seguridad de pared [140] - [13] en la Guía de configuración y solución de problemas.

5. Pase los cables por la entrada de cable, [13] en la Figura 1, o por el orificio ciego de paso de cable del alojamiento, [15] en la Figura 1. Consulte Identificación de las piezas del comunicador 3G4000W.

6. Realice las conexiones en los bloques de terminales, [12] en la Figura 1. Consulte Identificación de las piezas del comunicador 3G4000W.

7. Vuelva a montar la cubierta frontal en la funda.

Principios de la operación

Modo simulado de línea fija

La línea fija simulada proporciona al panel de control de la alarma un respaldo en caso de que haya problemas en la línea PSTN.

Dependiendo del dispositivo que se conecte a las terminales T1/R1, si el voltaje en TIP/RNG de las terminales de la línea fija cae por debajo de 2.8V por un período de entre 10 y 45 segundos, el 3G4000W cambia el dispositivo telefónico conectado a la red inalámbrica. Después de 30 a 40 segundos, el sistema revisa la línea fija en busca de una de las siguientes condiciones:

- Línea fija restaurada: Si la línea fija se restaura, el 3G4000W cambia el dispositivo conectado devuelta a la línea fija.

- Línea fija no restaurada: Si la línea fija no está restaurada, el 3G4000W continúa con la simulación hasta que la línea fija se restaure.

© Nota: El 3G4000W no cambia al dispositivo telefónico conectado a la red inalámbrica durante llamadas en curso.

Cuando la línea fija está caída, el 3G4000W proporciona un tono de marcación a todo dispositivo que esté conectado a las terminales T1 y R1. Esto incluye cualquier teléfono en las instalaciones. Los teléfonos en las instalaciones no pueden marcar a través del 3G4000W.

Monitoreo de Transmisión de la Central

El 3G4000W utiliza el monitoreo de transmisión de la central (PTM, "Panel Transmission Monitoring"), para monitorear los intentos del panel para comunicarse con la estación central. Si el panel no se puede comunicar a través de línea fija, el 3G4000W cambia a la red inalámbrica.

Nota: PTM complementa a la detección de voltaje de línea regular y solo se activa si el 3G4000W se ha configurado como un comunicador de respaldo.

El 3G4000W monitorea la línea telefónica durante cuatro intentos fallidos consecutivos en un periodo de 12 minutos. El número telefónico marcado debe incluir cinco o más dígitos para que el 3G4000W detecte el intento de llamada. El sistema asume que se ha producido un intento fallido de llamada si se produce una incautación en la línea al marcar en el panel de la alarma o el teléfono del cliente, y el receptor no detecta ningún tono de 1499 Hz (señal de confirmación de Contact ID) o el tono de 2025 Hz (señal de confirmación de SIA) es recibido por el receptor.

Luego de que se cumplan las condiciones de un intento fallido, el 3G4000W conecta el panel o tablero con la red inalámbrica para comunicar los eventos. Al momento en que el 3G4000W cambia de línea, permanece en este modo hasta que el panel ha comunicado los eventos exitosamente. Si las comunicaciones del panel no son exitosas y la central ha colgado, el 3G4000W sale del modo de toma de control, luego de 3 minutos.

En el siguiente evento, el 3G4000W reinicia la secuencia de detección de errores antes del cambio. El 3G4000W realiza esta secuencia en cualquier número telefónico que detecte en la línea.

Si es necesario, puede programar números telefónicos específicos de la estación central en el 3G4000W. El número telefónico programado en el 3G4000W debe coincidir exactamente con el número marcado por la central.

También puede programar el 3G4000W para que busque una identificación de contacto o SIA después que el sistema marca estos números. Un problema de monitoreo de la línea telefónica también se activa cuando la PTM se activa. Al finalizar la llamada, el sistema emite un restablecimiento.

Secuencia de comunicación inalámbrica

Cuando una alarma u otra señal es inducida, el panel de control pasa a estar descolgado y ocurren las siguientes acciones:

1. El 3G4000W afirma un tono de llamada.

2. El panel de control marca un número de la estación central.

© Nota: Asegúrese que la central de alarma inserta una pausa mínima de un segundo o que la función del tono de llamada esté activa, antes de que el panel de control marque el número de la estación central. Para más información, consulte Comprobación de retraso de la central de alarma. La central también comprueba si hay un tono de llamada. Para más información, consulte Comprobación de un tono de llamada.

3. El 3G4000W detecta la marcación del DTMF y detiene el tono de llamada.

© Nota: El 3G4000W no puede decodificar la marcación por pulso y no es compatible con formatos de comunicación por pulsos.

Comprobación de retraso del tablero de alarma.

Sobre esta tarea: Para comprobar que el panel tiene una pausa mínima de un segundo en el teléfono marcado, complete el siguiente paso:

• En la sección de la central Programando un Número Telefónico, introduzca hex E y luego introduzca el número de teléfono marcado. Para más información en la sección, consulte

Programando un Número Telefónico y asegúrese que el retraso esté presente en el tablero de la alarma, remita al Manual de instalación del panel.

Comprobación de un tono de llamada

Sobre esta tarea: Para comprobar que haya un tono de llamada en el panel, complete el siguiente paso:

• En la sección del panel de control Programando un Número Telefónico, introduzca hex D y luego introduzca el número de teléfono marcado. Para más información sobre la sección Phone Number Programming, consulte el Manual de instalación del panel.

Formato Contact ID

Sobre esta tarea:

Si el panel o tablero está configurado para el formato Contact ID, el sistema completa los siguientes pasos:

1. El 3G4000W envía el establecimiento de contacto (handshake) de tono dual de Contact ID requerido al panel.

2. Tras recibir el establecimiento de contacto, el tablero transmite un mensaje de alarma con formato Contact ID.

3. El 3G4000W decodifica y transforma los dígitos de Contact ID en un paquete IP y lo envía al receptor del panel de control mediante la red móvil.

. El receptor del panel confirma el reconocimiento de la alarma y envía la instrucción a 3G4000W para generar la señal de confirmación de 1400 Hz correspondiente, por un mínimo de 800 milisegundos.

5. Después de que el 3G4000W genera una señal de confirmación (kissoff), el sistema realiza uno de los siguientes pasos:

- Envía la siguiente alarma.

- Si el envío de más alarmas no es necesario, el panel se desconecta.

Formato SIA

Sobre esta tarea:

Si el panel está configurado para el formato SIA, el sistema realiza los siguientes pasos:

1. El 3G4000W emite el establecimiento de contacto SIA requerido en el panel.

2. Luego de recibir el establecimiento de contacto en la central, ésta transmite un mensaje de alarma con formato SIA.

3. El 3G4000W decodifica y transforma los eventos SIA en un paquete IP y lo envía al receptor de la estación central mediante la red móvil.

4. El receptor de la estación central confirma la recepción de la alarma y envía la instrucción a 3G4000W para generar la señal de confirmación de 2025 Hz correspondiente durante un mínimo de 1 segundo.

5. Después de que el 3G4000W genera una señal de confirmación, el sistema realiza uno de los siguientes pasos:

- Envía la siguiente alarma.

- Si no se requiere el envío de más alarmas, las centrales se desconectan.

Nota: El 3G4000W ajusta de forma automática el orden de los establecimientos de contacto basándose en el último formato utilizado por la central para transmitir un evento.

Entradas de 3G4000W

El 3G4000W puede utilizar dos entradas para activar comunicaciones específicas. La transmisión de estos eventos se realiza usando los formatos Contact ID o SIA mediante la entrada 2. Por defecto, las entradas están normalmente abiertas (NA) y se activan cuando el sistema detecta una condición de cortocircuito entre la terminal y el COM. Pueden configurarse las entradas de las siguientes formas:

• Normalmente abierto (NA).

• Normalmente cerrado (NC).

• Para admitir una resistencia de 5,6 K ohm de fin de línea sencilla.

Para más información, consulte el Diagrama de cableado del 3G4000W (Figura 2).

Salidas de 3G4000W

El 3G4000W puede utilizar dos salidas configuradas para que se activen en respuesta a los eventos asociados. Para más información, consulte el Diagrama de cableado del 3G4000W (Figura 2).

Activación de las salidas

Sobre esta tarea: El 3G4000W posee dos salidas de colector abierto con una capacidad máxima de 50 mA. Los eventos internos del 3G4000W pueden activar la salida para iluminar un LED o activar una entrada en la central anfitriona. También puede configurar las salidas para que se activen durante un periodo programable.

1. Conecte una salida programable al panel de control, como se ilustra en la Figura 4.

2. Defina el punto o zona de entrada del panel de control como monitoreo de 24 horas con un aviso sólo por teclado cuando se active. El teclado local emite un sonido cuando el 3G4000W detecta un problema.

Salida 1

La salida 1 es normalmente baja y cambia a alta cuando el sistema detecta una de las siguientes condiciones:

• Problema con la red inalámbrica.

• Problema de fallo de comunicación (FDT).

• Radio o intensidad de señal insuficiente.

• Problema con la tarjeta SIM.

La salida cambia a baja cuando se corrigen todas las condiciones del problema.

Salida 2

Por defecto, la salida 2 no está activa. El sistema utiliza la salida 2 para el uso general, y se puede configurar para que se active con un conjunto de condiciones problemáticas.

Inhibición automática

La funcionalidad de inhibición automática protege a la estación central frente al exceso de señales, al limitar eventos de alarma o algunos problemas a un máximo de 3 informes cada 24 horas. El sistema restablece la condición a medianoche y podría informar otra vez de las señales. Esta funcionalidad limita el número de eventos que el sistema registra en el historial de eventos del comunicador. El historial de eventos también genera una entrada de registro cuando se activa o desactiva la funcionalidad de inhibición automática para cada evento.

Se puede aplicar la funcionalidad de inhibición automática a las condiciones siguientes:

• Alteración y restablecimiento del sistema.

• Problema y restablecimiento de la batería.

• Caída y restablecimiento de la línea PSTN.

• Problema y restablecimiento de la alimentación de entrada.

• Restablecimiento de FDT.

• Alarma de entrada de zona y restablecimiento.

Hardware predeterminado

La función de valores predeterminados de hardware elimina toda la información ya programada y restablece el producto a los valores de fábrica. Tras un restablecimiento de los valores predefinidos, se debe volver a configurar el sistema utilizando el software DLS. El software DLS permite configurar todas las opciones que ofrece el producto.

Nota: La función de restablecimiento de los valores predefinidos es opcional para el 3G4000W.

Se puede realizar un restablecimiento de los valores predefinidos bajo las siguientes circunstancias:

• Sustitución de una tarjeta SIM.

• Traslado de un comunicador 3G4000W instalado a una ubicación o instalación diferente.

• Reprogramación de un comunicador 3G4000W configurado de forma incorrecta.

Restablecimiento de los valores predefinidos de hardware

¿Por qué y cuándo se efectúa esta tarea? Para restablecer los valores predefinidos, realice los siguientes pasos:

1. Apague la alimentación eléctrica del comunicador 3G4000W.

2. Opcional: Si el comunicador 3G4000W utiliza una batería de respaldo, desconéctela antes de continuar con el paso 3.

3. Conecte el terminal de la zona 2 y el terminal PGM2 con un cable.

4. Reconecte la batería de respaldo, si está presente, y aplique alimentación de CC a los terminales 12V.

5. Espere 20 segundos y desactive la alimentación.

6. Retire o desconecte el cable entre la zona 2 y el terminal PGM 2.

Control e instrucción por SMS

Se puede utilizar la función de control e instrucción por SMS para enviar mensajes de texto SMS al 3G4000W para controlar un conjunto limitado de comandos de la central. La función de control e instrucción por SMS admite los siguientes comandos:

- Armando de la central de seguridad.
- Desarmando de la central de seguridad.
- Activando las salidas configurables.
- Desactivando las salidas configurables.
- Petición de estado.
- Ayuda.

Un usuario envía un mensaje de texto que contiene el comando y un código de acceso al número de teléfono de la tarjeta SIM del 3G4000W. Luego, el comunicador devuelve un mensaje SMS al dispositivo telefónico del usuario que indica si la función fue exitosa o si fracasó

Nota: Para utilizar la función de control e instrucción por SMS es necesario configurar el número de teléfono del usuario en el 3G4000W. Puede añadir hasta 6 diferentes números de teléfono móvil del usuario. Para más información sobre programación de números de teléfonos móviles, consulte las secciones [332] - [337] en Opciones del comunicador.

La función de control e instrucción por SMS admite los siguientes idiomas:

- Inglés
- Francés
- Español

Nota: Los mensajes no distinguen minúsculas de mayúsculas.

Armado del panel de seguridad mediante la función de control e instrucción por SMS

Sobre esta tarea:

Para armar el panel de seguridad mediante la funcionalidad de control e instrucción por SMS, realice los siguientes pasos:

1. Compruebe que el panel de control cumpla con las siguientes condiciones:

- El tablero admite una entrada de zona configurada como un tipo de zona de interruptor o una funcionalidad similar.

- La entrada de zona se conecta a una de las salidas configurables del 3G4000W.

2. Utilice un teléfono móvil para enviar un mensaje de texto SMS al panel. Introduzca su armado y su código de usuario. Por ejemplo, armado 1234.

El comunicador 3G4000W responde enviando un mensaje al dispositivo de telefonía móvil del usuario final que indica Función exitosa o Función no exitosa.

Desarmado del panel de seguridad mediante la funcionalidad de control e instrucción por SMS

Sobre esta tarea:

Realice los siguientes pasos para desarmar el panel de seguridad mediante la funcionalidad de control e instrucción por SMS:

1. Compruebe que el panel de control cumpla con las siguientes condiciones:

- El panel admite una entrada de zona configurada como un tipo de zona de interruptor o una funcionalidad similar.

- La entrada de zona se conecta a una de las salidas configurables del 3G4000W.

2. Utilice un dispositivo de telefonía móvil para enviar un mensaje de texto SMS al panel.

Introduzca desarmar y su código de usuario. Por ejemplo, desarmar 1234.

El comunicador 3G4000W responde enviando un mensaje al dispositivo de telefonía móvil del usuario final que indica Función exitosa o Función no exitosa.

Activación de una salida programable mediante la función de control e instrucción por SMS

Sobre esta tarea:

El 3G4000W admite dos salidas que puede conectar a la entrada de varios productos distintos. Estas salidas pueden activar de forma remota varias funcionalidades, como cerraduras o luces. Realice los siguientes pasos para activar una salida configurable:

1. Compruebe que el panel de control cumpla con las siguientes condiciones:

- El panel admite una entrada de zona configurada como un tipo de zona de interruptor o una funcionalidad similar.

- La entrada de zona se conecta a una de las salidas configurables del 3G4000W.

2. Utilice un dispositivo de telefonía móvil para enviar un mensaje de texto SMS al panel.

Introduzca activar, el número de salida y su código de usuario. Por ejemplo, activar 1 1234.

El 3G4000W responde enviando un mensaje SMS al dispositivo de telefonía móvil del usuario final que indica Función exitosa o Función no exitosa.

Desactivación de una salida programable mediante la función de control e instrucción por SMS

Sobre esta tarea:

Para desactivar una salida configurable, realice los siguientes pasos:

1. Compruebe que el panel cumpla con las siguientes condiciones:

- El panel admite una entrada de zona configurada como un tipo de zona de interruptor o una funcionalidad similar.

- La entrada de zona se conecta a una de las salidas configurables del 3G4000W.

2. Utilice un dispositivo de telefonía móvil para enviar un mensaje de texto SMS a la central.

Introduzca desactivar, el número de salida y su código de usuario. Por ejemplo, desactivar 1 1234.

El 3G4000W responde enviando un mensaje SMS al dispositivo de telefonía móvil del usuario final que indica Función exitosa o Función no exitosa.

Realizar una petición de estado mediante la funcionalidad de control e instrucción por SMS

Sobre esta tarea:

Realice los siguientes pasos para realizar una petición de estado:

1. Compruebe que el 3G4000W cumpla con las siguientes condiciones:

- Designe una entrada de zona con estado armado en la central. Para más información, consulte el Manual de referencia del panel.

- La entrada de zona se conecta una salida del panel de seguridad que sigue el estado armado del sistema.

Nota: La salida indica el estado actual de la entrada de zona de 3G4000W definida y representa el estado de armado o desarmado del sistema.

2. Utilice un dispositivo de telefonía móvil para enviar un mensaje de texto SMS a la central.

Introduzca petición de estado y su código de usuario. Por ejemplo, petición de estado 1234.

El 3G4000W responde enviando un mensaje SMS al dispositivo de telefonía móvil del usuario final que indica que el sistema está Armed (armado) o Disarmed (desarmado).

Petición de ayuda mediante la funcionalidad de control e instrucción por SMS

Sobre esta tarea:

Puede solicitar ayuda si no conoce las instrucciones de SMS que enviar para realizar varias funciones. Realice lo siguiente para solicitar ayuda:

1. Utilice un dispositivo de telefonía móvil para enviar un mensaje de texto SMS al panel.

Introduzca ayuda. Por ejemplo, ayuda.

Nota: No es necesario introducir un código de acceso en el mensaje de texto SMS.

Este producto cumple con las especificaciones técnicas aplicables de Industry Canada. El número de timbre de equivalencia de (NTE) indica el máximo de dispositivos que se pueden conectar a una interfaz telefónica. La terminación de una interfaz puede consistir en cualquier combinación de dispositivos sujeta únicamente al requisito de que la suma de los NTE de todos los dispositivos no exceda de cinco.

Las referencias al 3G4000W en este manual se aplican al siguiente número de modelo: 3G4000W.

Validación NIST del algoritmo de encriptación AES128 certificado No. 3091.

4.2 Spanish to English Translation

MANAGEMENT SKILLS MANUAL

¿What are management skills?

Management skills are a set of abilities and knowledge that a person so they perform management and leadership activities in the role of manager of an organization.

There are three large groups of management skills that a person who is performing an administrative position in the area of supervision or management must master to be successful:

A1. Technical Abilities: Involves the knowledge and expertise in certain processes, techniques, or specific tools for the role or specific area the manager works on.

A2. Human Abilities: It refers to the ability of interacting effectively with people. A manager or supervisor who primarily cooperates with employees they supervise. Additionally, many managers have to deal with customers, suppliers, allies, etc.

A3. Conceptual Abilities: It is about the formulation of ideas, understanding abstract relationships, developing new concepts, resolving problems in a creative way, and helping the organization grow financially and operationally.

Depending on the management level, the abilities become more or less important.

Returning to the conceptual framework of Management Skills, we can state the following specific skills:

H.E1.1 Human resources management

H.E2.1 Analytical capacity

H.E3.1 Negotiation capacity

H.E4.1 Decision making

H.E5.1 Teamwork

Development of basic concepts

HE.1 MANAGEMENT OF HUMAN RESOURCES

In business administration, Human Resources is referred to as the work which is done by the group of employees or collaborators of an organization. But the most frequent use of the term is to call Human Resources to the function that deals with the selecting, hiring, training, employing, and retaining the organization's collaborators. These tasks can be performed by a specific person or department (Human Resources professionals) along with the organization's incumbents.

However, this currently goes further, since the management of this important resource inside of the organization falls on the supervisors of the different areas the organization.

It is at this point when the necessity of maintaining a clear and straight communication from the supervisor to his employees and vice versa begins, which consists on the process of emission and reception of messages within a flexibility framework of understanding. In our case being within a public company focused on community service, this communication includes the following three areas of major significance:

- Operational (it refers to tasks or operations)

- Regulatory (orders and instructions)

- Maintenance (public relations, training, and advertising)

Communication within a company acquires a hierarchical character based on orders and mandates, acceptance of policies, etc. That is why it is necessary to highlight the importance of the individual relationship versus the collective relationships and the cooperation between all the employees of the organization.

HE.2 THE ANALYSIS CAPABILITY

It is about a mental condition of the person to be able to develop an idea or a problem. For example, untangling until its last details. And to be able of doing the opposite; being able to get to a global synthesis or conclusion from a cluster of circumstances or data.

In this way, the analysis capacity would be like a pyramid well supported by its base.

This ability is based on the day-by-day exercise in the professional life or a manager or supervisor. Each morning, a multitude of problems and matters that require decisions present themselves to the manager. But first they must be analyzed and studied, and then the manager makes a decision according to what is needed.

In addition, there is often a collection of information and data about one or many problems. Together, scattered on the supervisor's mind, they lead to chaos and make a correct decision-making process almost impossible, preventing the manager from having proper knowledge of the situation. You have to do a summary exercise. Globalize all that and make accurate decisions.

Because of this, analytical-minded capacities are always necessary when assuming such a demanding role.

HE.3 NEGOTIATION CAPACITY

Everyone is faced with negotiating at a given moment, this is looking for rational solutions to disputes that happen between people, groups, and countries.

In the business field, negotiation is part of the life of the company and for those who lead a negotiation, they must possess the ability of persuasion, which begins by personal image, or a charismatic personality defined by a firmness of character, a strong sincerity defined by the first impressions created from appearances and the collateral associations of behavior and performance of the individual.

In the negotiation or solution of a conflict, it is necessary to have an open mind in the sense that a closed mind is a blunt mind that is not prone to negotiation, due to its null horizons, its inability to change, its little reasoning and analytical capacity. The open, flexible, analytical, and synthetical mind with dialog and acceptance capability, easily tends to recognize others, and their problems, recognizes the value of negotiation and problem solving, and recognizes their own negotiation potential that means among other things:

- Knowing how to accept the situation when the counterpart is right without making further arguments.

- Knowing how to treat and dignify the counterpart in the sense that they have the same right as one in terms of defending themselves and presenting their needs and points of view, which are very respectable.

- Avoiding as much as possible degrading the opposite with epithets, sarcasm, etc or by means of deceiving, manipulating or fraud.

- Trying by all means to understand both the opposite part and the problem, along with one's position in such a way one can handle the negotiation in a way that only aims for good results and mutual satisfaction. This can only be achieved with an open mind.

All of the above lead us to gain the trust of the counterpart based on the perception they have of the honesty in our attitudes and behavior, and in the veracity of our position before the negotiation, in which it exposes the motivation for our own interests and those of the others; building bridges through advantageous proposals for both parties, as well as making it known when an inconvenience arises. In sum, a situation that fosters good disposition towards the negotiation at hand.

The previously mentioned added to good diction and an appropriate presentation of convincing character rather than the constant need to be a protagonist, exhibiting clarity rather than uncertainty, being careful with the promises made so they do not get broken end up fostering an atmosphere of trust, suitable for the development of a fair negotiation based on good faith.

It is important to perform an exercise on self-assessment and measure our negotiation capacity in situations of supervision and analysis:

How my collaborators see me?

Am I manipulative or not, what kind?

Who do I fully trust?

Who fully trusts me?

How can I increase my own negotiation and persuasion capacity along with those of my collaborators?

HE.4 DECISION MAKING

Decision-making is the process in which a decision is made between the different alternatives or ways to resolve different situations, these may be present in different contexts: at work, family, business, etc. Decisions are made all the time, the difference between each one of these is the process or the way in which one gets to them. Decision-making aims to choosing an alternative between the available ones, for the purpose of solving a current or potential problem (even when there is no evidence of a pulsing conflict).

Decision making at an individual level is person making use of their reasoning and thinking to choose a decision to a problem that arises. In decision-making, the choice of a path to follow matters, so that in an early stage the alternatives of action must be evaluated. Without alternatives, there will be no decision.

To make a decision, no matter its nature, it is necessary to know, understand, analyze a problem, in order to be able to solve it; in some cases, when the problem at hand is simple, this process is done implicitly and is solved quickly, but there are other cases in which the consequences of a bad or good choice can have repercussions either in our life or in the success or failure of the organization. So, it is necessary to carry out a more structured process that provides more security and information to solve the problem. Decisions concern us all since because of them we can have a critical opinion, which is the why it is a critical skill in the organization.

HE.5 TEAMWORK AND EFFECTIVE ACHIEVEMENT OF GENERAL AND OPERATIONAL OBJECTIVES

Basically, every organization is constituted by a group of people who must work towards a final objective previously planned. Therefore, the key for this to be achieved is without question, teamwork.

From this perspective we can find the following important concepts of teamwork

According to Katzenbach and K. Smith. "Our reduced number of people with complementary skills committed to a purpose, a work goal and a planning in common with a shared mutual responsibility"

"Teamwork is a group of people who cooperate to achieve a single and general result" according to Luis Riquelme Fritz.

"Every organization is just a team, where there are no barriers, divisions or divergent objectives between the different areas, departments, sections, or shifts. On the contrary, company's vision, mission, and objectives are everyone's guide, it is the union of efforts to achieve common results", according to Alfonso Cruz Novoa (Universidad Católica de Chile).

The most outstanding characteristics that we can find are the following:

- Working as a team implies integrating people with differences between them.
- A leader's influence must bring positive results.
- The central objective of the company must represent what each of its members must and wishes to achieve.

- Synergy (1+1=3, the whole is more than the sum of its parts)
- It is emphasized the known motto "One for all and all for one."

Likewise, the financial and operative success of the organization will be favored and increased according to the scope and fulfillment of the following group objectives, which the supervisor as a positive leader must proactively interpret and develop in their management.

HE5.1. Planning: If leadership is participative, then collectively will define what the action plan for the company is.

HE5.2. Organization: The group requires delimitation of who performs which tasks correspond to each one according to skills, positions, and responsibilities. in other words, how he objectives will be achieved.

HE5.3. Administration: It is necessary to guide the organization's resources: human, financial, material, and technological. Give people a single sense to the specific goals to reach the central objective.

HE5.4. Control: There must be an evaluation for both partial and global performance, defining clear rules beforehand, which is the reason why leadership plays a fundamental role here.

HE5.5. Clear objectives: In order to carry out the four previous requirements in the best possible way, it is necessary to make very clear the objectives to be followed.

HE5.6. Exchange of knowledge and skills: When working with people, as explained before, it is obvious to find differences between them and, of course, each one of them must make their abilities known, hand over a contribution so that teamwork can thrive. In short, it becomes pertinent to highlight the collaboration between all.

HE5.7. Communication: Good communication is powerful, it is the key to understanding, cause for example, if we have any problem with a colleague, we talk about it to resolve the dispute; If a question arises regarding to the performance of a certain function, then we consult the appropriate person, it is important that reliable and useful information flows.

HE5.8. Mutual trust: When it comes to teamwork, mutual trust is highly relevant, in the sense of having to share in occasions: confidential information, money, or delegating someone a task that requires a high degree of responsibility.

HE5.9. Understanding: Different ways of thinking and working always arise. Therefore, tolerance and understanding that everyone is different, will make the team last longer.

HE5.10. Complementation: When teamworking within a certain company, we are referring to a macro-team (to call it somehow), it is logical that small teams develop with the purpose of complementing each other. For example, there will be a systems department in which everyone will handle everything related to computing in a more knowledgeable way.

HE5.11. Commitment: It is common to speak of "rolling up your sleeves", a very appropriate saying when talking about teamwork, since the idea is that the group of people who work towards a goal feel part of it, as if it were something of their own.

HE5.12. Creativity: A lot of creativity is required, especially when there are limited resources. For example, let’s consider that we have a small company, we are just starting, and there are a lot of papers to order, but for now there are few binders, the idea is to perforate them and use the old techniques of tying the documentation, taking advantage of the holes in the paperwork.

HE5.13. Optimism: With the situation presented above (lack of binders), many feel that the company will not prosper, because the resources are too limited. The idea is to support each other, not get discouraged, keep going, be persistent above everything else.

HE5.14. Willingness: Human beings, go through times when they don't want to do anything, either due to laziness, emotional problems, not feel motivated by their superiors, among other factors. However, we must somehow get the strength to do our job, it is simply a matter of having the will to do it.

HE5.15. Efficiency more than effectiveness: As mentioned in one of the leadership units, effectiveness only considers achieving the objectives, while efficiency leads to reaching them in the same way, but in less time and with less resources.

HE5.16. Create a pleasant environment: This involves both physical and psychological aspects, that is, physically the environment in which you work, it needs to be comfortable, with good lighting, heating and/or ventilation as applicable, that you have what you need, either office or tools or machinery, depending on the function to be performed. In short, it is not about demanding luxuries, but having the basics to make the work environment a pleasant one.

Psychologically speaking, previously analyzed aspects such as collaboration, tolerance, communication, trust, understanding, will, optimism, complementation and commitment are taken up again, since if everything is done correctly, good interpersonal relationships will turn our mental well-being into positive results for the company.

A. Principles for people management

A.1 Knowledge and abilities for managing people.

A.1.1. In order to manage people, it is required to have a particular knowledge and skills that promote a good performance of the executives and those who work under them

A.1.2. Leading others is not an easy task, aspects such as effective communication, motivation, and interaction with others are key elements to lead people. The proper management of these elements defines the success or failure of a manager.

A.1.3. People are rarely taught how to bear the responsibility of leading a group; people reach a position for supervising, leadership, or management and suddenly find themselves surrounded by direct reports and literally having no clue on how to assume their new position. They may have the ability, the intelligence, and the desire, but they lack the special skill of managing people.

Below are listed 8 actions that are always present in any management practice.

1. Raise the self-esteem of the team.

2. Focus on the problem and not on the person.

3. Express your own reaction or feeling.

4. Actively listen to others' points of view.

5. Offer feedback

6. Negotiate reasonable agreements.

7. Reinforce in a positive way.

8. Establish follow-up of the agreements.

A.2. Raise the self-esteem of the team

A2.1. When you are a director, you cannot ignore the importance of self-esteem, harming it undoubtedly produces a negative behavior and therefore a lower performance.

A2.2. A principle of good human relations is respect and dignity, and if the most important function the leader has is to work with other associates and make them grow, the first thing to do is to start developing the self-esteem of the associates.

A2.3. Raising self-esteem builds self-confidence.

A2.4. Don’t doubt people’s ability, this is essential, they should not be discredited much less ignored.

Example.

Associates: The financial statements until the cutoff of this month are ready and reviewed.

Director: But you haven't taken into account the new cutoff dates? What do I have to do to make you pay attention?

It is clear that this is a response is not going to raise self-esteem, what it does is making the associate feel incompetent.

Director: Oh! Very well, this is already a good progress, just take note that the fiscal monthly closing calendar changed, and this month's cutoff is.... I suggest you review the new calendar.

This response does not make the associate feel inferior, it nurtures their self-esteem by inviting them to improve.

A.3. Focus on the problem and not on the person.

A3.1. Avoid solving a problem by attacking the person instead of explicitly communicating the problem to the behavior that needs to be changed.

A3.2. Avoid being ambiguous and aggressive while communicating a problem. Example˙Your report is poorly done¨, it's very general and it does not communicate the desired message.

A3.3. Pay attention to the performance problem concretely and clearly, and not in the attitude or personality. This offers a tangible exchange in communication.

Example.

Director: Pedro, a while ago your attitude was good, however for some time now, it's intolerable, I need you to change.

In this case, the director is subjective, the person is only attacked, instead of being clear with the problem.

Director: Pedro, the first month you were always on time, you were very punctual, however in the last week you have been late three times without any justification, I would like to know what is happening.

The observation is concrete, it does not attack the associate's personality.

A.4. Express your own reaction or feeling.

A4.1. Communicate your own reaction or feeling, if you do it this way you are successfully communicating the fact that is important for you to find a solution to the problem.

A4.2. Clearly state the situation and its effects. Focus on the specific problem, and then describe your feelings and what you want to be done in a direct and clear way.

Example.

Director: Josué, I saw you working on the ceiling without a helmet, this could cause you a serious accident because there are spikes that could harm you, which is not only a risk to your health but also to the company. From now on, I want you to wear your helmet for your own protection and for the company's.

A.5. Actively listen to others' points of view.

Active listening is the base of good communication between managers and associates.

A5.1. People feel good if they are carefully listened to, this simplifies good relationships and in situations of anger or irritation the negative reactions are reduced, and it promotes the appropriate channels to generate a motivated behavior.

A5.2. Understand what the associate feels and what their message means, listen to the main ideas, verify the message with your own words and do not mix it with your own opinion, or give advice, or evaluate the person.

Example.

Associate: I'm sick of this job, every day I listen to complaints and complaints from clients and the worst thing is that it is because of other departments fault.

Director: Stop complaining, work is always like this, nothing can be done.

This response is not identified with the associate's message, there was no active listening.

Director: I understand you, the workflow in the call center has been very heavy lately, mainly due to the problems caused primarily by the implementation of the new CRM, and you must feel frustrated because the problems don't end.

Answer that reflects with clarity the associate's message and invites dialogue to seek for a positive behavior.

A.6. Feedback in a timely way

A6.1. Boosts self-esteem

A6.2. Its absence generates tension and confusion, associates can feel disoriented.

A6.3. It must be specific, referring to tangible facts and not assumptions.

Some characteristics of correct feedback are cited below.

- Descriptive and non-evaluative.

- Specific

- Given at the most favorable moment.

- Requested not imposed.

- Expressed clearly.

Example.

Associate: Boss, in case of finding a error in the installation, what do I do?

Director: Don't worry, I'll see what I'll do only if it turned out well or not.

The previous is very general and unclear feedback.

Director: Well, if it is not possible for you to repair it based on the technical norm, make a detailed report according to the audit form and deliver it to Rebeca Murillo, who is responsible for the installation contractor company.

In this case it is specific, and the collaborator will certainly know what to do in similar situations.

A.7. Negotiate reasonable agreements.

A7.1. Establish clear, specific, and achievable agreements or commitments, because not doing so will lead to inaccuracies, disorientation and promote a lack of trust.

A7.2. In the commitment agreements, take into account the following premises: who, when and how, and conclude what you want to obtain, check with your associate if what they understood is what you really wanted to say.

A7.3. The goals must answer the following questions:

The action to be done

The action to modify

Make it measurable

Finish date

Example.

Director: The maintenance and infrastructure department is not working how I would like them to, do something to change this...

That is a vague agreement.

Director: Roger and Johnathan, checking the preventive maintenance plans for hardware/software and the building, I noticed that they have not been done in the past two months, I need them to be done on time from now on, in order to not have problems of non-conformity in the audit.

Concrete and achievable agreement.

A.8 Recognize positively

As a director, people must know how to encourage, and a way to do so is to recognize the performance and the desirable conduct from their reports.

A8.1. It is common for bosses and supervisors to always use punishment as a way to correct behavior, but it has been proven that unwanted behavior only disappears temporarily and, on the contrary, generates in the associate a reaction of fear, anger, indifference, and a decrease in performance.

A8.2. Different from punishment, recognition has a lasting effect; because by reinforcing in a possible way the desired performance of the associate, that behavior will undoubtedly be more frequent, it will even become a habit.

A8.3. Praise good results in a timely manner.

A8.4. Explain why your approval is needed for those results.

A8.5. End the conversation by reaffirming their appreciation and personal support in the future.

Example.

Associate: Luis, I'm going home, the closing of sales was very good, let me tell you that we reached 15% more than expected. What do you think?

Director: Great! Make sure you turn off all the lights and that all the pipes are closed to avoid waste.

This is an incorrect reinforcement, there is no motivation for the associate, on the contrary it can cause irritation to the associate.

Director: Well, done Miguel! I am very happy with your work and the results are excellent, I have also noticed that your unit is exponentially increasing sales thanks to the excellent training that you gave them, if we continue like this, very soon we will be the best Sales Unit Regional per seller.

This is a positive reinforcement; it will generate motivation in the associate.

A.9. Establish follow-up of the agreements.

A.9.1. It is impossible to have success in excutive practice if there is no periodic revison of the agreements. It is the only way to guarantee the desired results.

A.9.2. This generates both commitment from the associate side as well as from the director.

A.9.3. They allow the analysis of progress in the achievement of the objectives, detect improvements, and that in a new course mandatory to take, it is with the follow-ups that changes can be anticipated.

A.9.4. Be a guide who provides direction instead of being an extreme controller, your role is not the one of traditional boss who only supervises that the tasks finished, you must be a coach who develops people so that they can acquire capacity and developing by themselves.

A.9.5. If you are always busy and don't do follow ups, it will cause people to think that the task is not serious, thus causing demotivation.

Example.

Director: Angie, everything is clear, right? If I have time, I'll check if we can meet next week to see how you're doing.

This does not establish any follow up or control. It suggests that the task has no importance.

Director: Angie, if you don't have any doubts or comments, what if we set review dates and progress on goals? I believe that we can complete this task in a month! We need to meet once a week to analyze progress and variances, at the same time that you should give me an executive written report each week, what do you think?

Note that here it is clearly established the follow up and control that is intended to achieve, and it gets the associate involved so that they can reach an agreement together.

We have seen so far, the knowledge and skills that a people manager requires.

Chapter V

Data Analysis

Data analysis systematically applies techniques to describe, recapitulate, and evaluate data. As Richmond mentions it "data analysis includes ways of working with information (data) to support the work, goals and plans of your program or agency" (2006). In this case, the data analysis will support the different translation procedures' importance.

In this chapter, the analysis of the data collected from the translations from Spanish to English "Manual de Habilidades Gerenciales" and from English to Spanish "Wireless Alarm Communicator Installation Manual" will be held. This analysis will include the incidence of the following translation procedures: transposition, modulation, omission, amplification, explicitation, literal translation, and punctuation changes. These mentioned procedures were explained in the Theoretical Framework. Likewise, this chapter will present the glossaries related to translations from Spanish to English and from English to Spanish following the format presented in the Methodological Framework.

5.1 Analysis and interpretation of the results

In this section, the analysis of both translated texts will be provided, in this case a text from Spanish to English and another one from English to Spanish, this besides the interpretation of the results of these analyses.

5.1.1 Text Analysis.

The analysis of these texts will be done following the process explained by Newmark (1988) starting with analyzing the text from the translators point of view in order to understand the intention of the text, following by general and close reading, to finally do a full analysis based on the following aspects also mentioned by Newmark; the text style, text function, stylistic scale, formality, generality, and emotional tone. All these aspects will be analyzed in the original text, also called the source text.

Text Analysis	**Spanish to English**	**English to Spanish**
Text Style	Narrative, description	Narrative, description
Text Function	Informative, vocative	Informative
Stylistic Scale	Formal, neutral	Formal
Formality	Formal	Formal
Generality or Difficulty	Popular, Neutral	Technical, Educated
Emotional Tone	Factual	Factual

Table 1 Analysis of the texts translated. Source: Researcher's own creation.

According to these results and based on previous literature research, the translated texts are composed of different aspects. These texts offer a wide variety of topics and different styles, mainly descriptive as they are manuals that describe a specific process and its different steps and characteristics, they are also aimed at readers ranging from casual readers to educated and technical readers.

5.1.2 Color Coding.

The color coding will consist of the analysis of 15 paragraphs per translation of approximately 100-125 words from the source text and its equivalence into the target language, making a total of 30 paragraphs to analyze. The following will be the color code used for the different translation procedures: transposition, modulation, omission, amplification, explicitation, literal translation, and punctuation changes.

5.1.2.1 Color coding for the text from English into Spanish

Paragraph 1.

Description

This equipment (3G4000W) is fixed and is to be installed by Service Persons only (Service Person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task, and of measures available to minimize the risks to that person or other persons). It is to be installed and used within an environment that provides the pollution degree max 2, over voltages category I, in non- hazardous, indoor locations only. This manual is to be used with the Installation Manual of the relevant alarm control panel. All instructions specified within that manual must be observed.

Translation of paragraph 1.

Descripción:

Este equipo (3G4000W) es fijo y solo debe ser instalado por el Personal de Servicios (Personal de Servicios se define como una persona que posee la preparación técnica apropiada y la experiencia necesaria para ser consciente de los riesgos a los que esa persona puede exponerse al realizar esa tarea, y de las medidas disponibles para minimizar los riesgos para esa persona u otras personas). Debe ser instalado y utilizado dentro de un ambiente que proporcione un grado de contaminación máximo de 2, sobre voltajes de categoría 1, únicamente en interiores no peligrosos. Este Manual debe utilizarse con el Manual de Instalación del panel de control de la alarma correspondiente. Todas las instrucciones determinadas en el manual deben ser observadas.

Paragraph 2.

This 3G4000W manages transmissions to a central station and can simulate the landline in the event of trouble (e.g., landline down) or even substitute the landline completely in areas where the 3G or 2G wireless service is provided and a landline is not available. The 3G4000W can communicate alarm signals using the cellular data network. This capability ensures a fast, reliable path to central stations equipped with a SurGard SG-System I-IP / II / III / IV / 5 Receiver. By connecting a 3G4000W to a control panel's standard PSTN interface, telephone-based Contact ID or SIA signals are decoded and seamlessly routed through the cellular network to any of the compatible receiver options.

Translation of paragraph 2

Este 3G4000W administra trasmisiones a una estación central y puede simular una línea fija en caso de un problema (por ejemplo, línea fija caída) o incluso sustituir la línea fija por completo en áreas donde se provee el servicio inalámbrico 3G o 2G y no hay una línea fija disponible. El 3G4000W puede comunicar señales de alarma usando la red de datos de telefonía móvil. Esta capacidad garantiza una ruta rápida y confiable a las estaciones centrales equipadas con un receptor SurGard SG-System I-IP / II / III / IV / 5. Al conectar un 3G4000W a la interfaz PSTN estándar de un panel de control, las señales Contact ID o SIA desarrolladas a partir del teléfono, se decodifican y se enrutan sin problemas a través de la red celular a cualquiera de las opciones de receptor compatibles.

Paragraph 3.

Performance

The performance of the 3G4000W depends greatly on wireless network coverage. Therefore, it is not to be permanently mounted without first performing placement tests to determine the best location for reception. The minimum status LED indication for signal strength is one green or yellow LED being on. Activate the SIM card prior to performing a placement test to ensure results are specific to the home network determined by the SIM card

Optional antenna extension kits - LTE-15/25/50ANT (15ft/4.6m, 25ft/7.6m or 50ft/15.2m) – are available.

Translation of paragraph 3.

Rendimiento

El desempeño del 3G4000W depende en gran medida de la cobertura de la red inalámbrica. Por lo consiguiente no está hecho para estar montado permanentemente sin primero realizar pruebas de nivel para determinar la mejor ubicación para la recepción. La indicación LED de estado mínimo para intensidad de la señal es un LED verde o amarillo encendido. Se debe activar la tarjeta SIM antes de realizar una prueba de nivel para asegurar que los resultados son específicos para la red doméstica determinada por la tarjeta SIM.

Están disponibles kits de extensión de antena opcionales: LTE-15/25/50ANT (15 pies/4,6 m, 25 pies/7,6 m o 50 pies/15,2 m).

Paragraph 4.

Power the 3G4000W using a compatible listed control unit or compatible listed power supply that complies with the specified ratings. The power supply is to be listed for burglary applications and provide a minimum of 4 hours standby power capabilities. An example of a suitable listed compatible control unit is the DSC Model PC1864 with an AUX output rated 11.1 - 12.6VDC. An example of a suitable, listed power supply is DSC Model PC5204 with an AUX output rated 11.612.6VDC.

Translation of paragraph 4.

Suministre energía al 3G4000W usando una unidad de control listada como compatible o también una fuente de alimentación listada como compatible que cumpla con las clasificaciones especificadas. La fuente de alimentación debe ser listada para aplicaciones contra robo y proveer un mínimo de 4 horas de capacidad de energía de reserva. Un ejemplo de una unidad de control compatible listada adecuada es el modelo DSC PC1864 con una salida AUX nominal de 11,1 - 12,6 V CC. Un ejemplo de una fuente de alimentación listada y adecuada es el modelo DSC PC5204 con una salida AUX nominal de 11.612.6 V CC.

Paragraph 5.

Installing the 3G4000W

To install the 3G4000W, complete the following procedures:

1. Activating the SIM card.
2. Creating a new account within the downloading software.
3. Initializing the receiver.
4. Mounting the 3G4000W.

The 3G4000W cellular alarm communicator requires a data only SIM card in 3FF Micro size. Activate the SIM card with an appropriate data and billing plan prior to installing the communicator.

To activate the SIM card, ensure you have the best signal strength by completing the following steps:

1.Remove the front cover by inserting a screwdriver into each of the slots at the bottom of the enclosure and pushing down.

Translation of paragraph 5.

Instalación del 3G4000W

Para instalar el 3G4000W, complete los siguientes procedimientos:

1. Activación de la tarjeta SIM.
2. Creación de una nueva cuenta dentro del software de descarga.
3. Inicio del receptor.

4. Montaje del 3G4000W.

El comunicador de alarma celular 3G4000W requiere una tarjeta SIM solo de datos en el tamaño 3FF. Se debe activar la tarjeta SIM con el plan de datos y de facturación correctos antes de instalar el comunicador de alarma.

Para activar la tarjeta SIM, usted debe asegurarse de tener señal con la mejor intensidad al completar los siguientes pasos:

1- Remover la cubierta frontal insertando un destornillador en cada una de las ranuras de la parte inferior de la envoltura o porta baterías y empujando hacia abajo.

Paragraph 6.

2.Apply power (DC and/or battery).

- If the signal strength is adequate, the SIM card activates. The red LED is on solid, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4000W is registered to the cellular network. If the signal strength is too low or the bottom signal LED is off or flashing, the 3G4000W scans for carriers with sufficient signal strength. For more information, see Carrier scanning due to insufficient signal strength.

Translation of paragraph 6.

2. Aplicar energía (DC y/o batería)

- Si la fuerza de la señal es adecuada, la tarjeta SIM se activa. La luz LED color rojo es fija, la luz LED azul está apagada y la intensidad de señal de los LED muestran la intensidad promedio de la señal. En este estado, el 3G4000W está registrado en la red celular. Si la intensidad de la señal es muy baja o si el LED de señal de la parte inferior está apagado o destellando, el 3G4000W busca por emisores con la intensidad de señal suficiente. Para más información consulte: Exploración de emisor debido a una intensidad de señal insuficiente.

Paragraph 7.

- If the signal strength is too low, the SIM Card does not activate. The red LED flashes, the blue LED is off, and the signal strength LEDs display the average signal strength. In this state, the 3G4000W is unable to register to the cellular network because it is inactive. The signal strength indicated is from any nearby cell tower, including cellular towers belonging to non-roaming partners, and does not necessarily reflect the signal strength of the intended network. The 3G4000W remains in this state until the SIM activates.

Translation of Paragraph 7.

- Si la intensidad de la señal es muy baja, la tarjeta SIM no se activa. La luz LED roja destella, la luz LED azul está apagada y la intensidad de señal de los LED muestran la intensidad de señal promedio. En este estado, el 3G4000W no es capaz de registraste en la red celular porque está inactiva. La intensidad de la señal indicada puede ser de cualquier antena de telefonía móvil cercana, incluyendo las torres celulares que pertenecen a los socios fijos (de itinerancia de datos) y no necesariamente se refleja en la intensidad de la señal de la red prevista. El 3G4000W permanece en este estado hasta que la tarjeta SIM se active.

Paragraph 8.

After successfully registering on the 2G or 3G cellular network, the 3G4000W indicates signal strength. When the 3G4000W connects to a carrier with sufficient signal strength, the minimum of bottom signal strength LED is on solid to indicate that the SIM card is activated.

3. After the SIM card activates, the 3G4000W prompts you to create an account within the DLS software. For more information, see Creating a new account within the DLS software.

Carrier scanning due to insufficient signal strength

The 3G4000W scans the surrounding cellular network and connects to the carrier. When this action is being performed, all four LEDs activate to show a scanning sequence. The LEDs cycle from top to bottom and then bottom to top. This cycle continues until the 3G4000W is connected to a carrier with sufficient signal strength. This process can take several minutes. The carrier scanning sequence repeats until complete.

Translation of Paragraph 8.

Luego de registrarlo de manera exitosa en la red celular 2G o 3G, el 3G4000W, indicará la intensidad de la señal. Cuando el 3G4000W se conecta a un proveedor con una señal suficientemente intensa, la señal mínima del LED está fija para indicar que la tarjeta SIM está activada.

3. Luego de que la tarjeta SIM se activa, el 3G4000W te indicará crear una cuenta dentro del software DLS. Para más información, consulte: Creación de una nueva cuenta dentro del software DLS.

Escaneo de proveedor debido a una intensidad de señal insuficiente

El 3G4000W escanea las redes celulares alrededor y se conecta al proveedor. Al realizarse esta acción, todos los cuatro LEDs se activan para mostrar una secuencia de escaneo. Los LEDs se desplazan de arriba hacia abajo y luego de abajo hacia arriba. Este ciclo continúa hasta que el 3G4000W esté conectado al proveedor con una intensidad de señal suficiente. Este proceso puede tomar varios minutos. La secuencia del escaneo del proveedor se repite hasta que este completo.

Paragraph 9.

Initializing the receiver

To begin with, the red LED and the blue LED are both solid and the signal strength LEDs are off.

When the 3G4000W sends a request to communicate with the receiver, the top signal strength LED begins flashing.

When the central station communicates back with the 3G4000W, the top signal strength LED turns on solid.

When the 3G4000W sends a request to communicate with the next receiver, if programmed, the bottom signal strength LED begins flashing.

When a signal is received from the central station, the bottom signal strength LED turns on solid.

If at least one receiver could not be initialized, the signal strength LED corresponding to that receiver turns off.

Translation of paragraph 9.

Inicio de la recepción

Para empezar, las luces LED roja y azul son ambas fijas y la intensidad de señal de ambas está apagada.

Cuando el 3G4000W envía una solicitud para comunicarse con el recibidor, la luz LED más intensa comienza a parpadear.

Cuando la estación central se comunica de vuelta con el 3G4000W, la luz LED más intensa se enciende de forma fija.

Cuando el 3G4000W envía una solicitud para comunicarse con el próximo receptor, si está programado la luz LED menos intensa comienza a parpadear.

Cuando se recibe una señal de la estación central, la luz LED menos intensa se enciende de forma continua.

Si al menos uno de los receptores no se pudo iniciar, la señal de la luz LED de correspondiente a ese receptor se apaga.

Paragraph 10.

Operating Principles

Simulated landline mode

The simulated landline provides the alarm control panel with a back-up if there is PSTN line trouble.

Depending on the device that connects to the T1/R1 terminals, if the voltage on the TIP/RNG landline terminals drop below 2.8V for a period of between 10 and 45 seconds, the 3G4000W switches the connected telephone device to the wireless network. After 30 to 40 seconds, the system checks the landline for one of the following conditions:

Translation of paragraph 10.

Principios de la operación

Modo simulado de línea fija

La línea fija simulada proporciona al panel de control de la alarma un respaldo en caso de que haya problemas en la línea PSTN.

Dependiendo del dispositivo que se conecte a las terminales T1/R1, si el voltaje en TIP/RNG de las terminales de la línea fija cae por debajo de 2.8V por un período de entre 10 y 45 segundos, el 3G4000W cambia el dispositivo telefónico conectado a la red inalámbrica. Después de 30 a 40 segundos, el sistema revisa la línea fija en busca de una de las siguientes condiciones:

Paragraph 11.

- Landline restored: If the landline is restored, the 3G4000W switches the connected device back to the landline.

- Landline not restored: If the landline is not restored, the 3G4000W continues the simulation until the landline is restored

© Note: The 3G4000W does not switch the connected telephone device to the wireless network during ongoing calls.

When the landline is down, the 3G4000W provides a dial tone to any device that is connected to the T1 and R1 terminals. This includes any phones on the premises. The phones on the premises cannot dial out over the 3G4000W.

Translation of paragraph 11.

- Línea fija restaurada: Si la línea fija se restaura, el 3G4000W cambia el dispositivo conectado devuelta a la línea fija.

- Línea fija no restaurada: Si la línea fija no está restaurada, el 3G4000W continúa con la simulación hasta que la línea fija se restaure.

© Nota: El 3G4000W no cambia al dispositivo telefónico conectado a la red inalámbrica durante llamadas en curso.

Cuando la línea fija está caída, el 3G4000W proporciona un tono de marcación a todo dispositivo que esté conectado a las terminales T1 y R1. Esto incluye cualquier teléfono en las instalaciones. Los teléfonos en las instalaciones no pueden marcar a través del 3G4000W.

Paragraph 12.

Panel transmission monitoring

The 34000W uses panel transmission monitoring (PTM) to monitor the panel's attempts to communicate with the central station. If the panel cannot communicate over the landline, the 3G4000W switches to the wireless network.

Note: PTM is an addition to the regular line voltage detection, and is active only when you configure the 3G4000W as a back-up communicator.

The 3G4000W monitors the phone line for four consecutive failed attempts within a 12 minute timeframe. The dialed panel phone number must include five or more digits for the 3G4000W to detect the dialing attempt. The system assumes that a failed dialing attempt occurs if a line seizure takes place when dialing on the alarm panel or on a customer phone, and no 1499 Hz tone (Contact ID kiss off) or 2025 tone Hz tone (SIA kissoff) is received from the receiver.

Translation of Paragraph 12.

Monitoreo de Transmisión de la Central

El 3G4000W utiliza el monitoreo de transmisión de la central (PTM, "Panel Transmission Monitoring"), para monitorear los intentos del panel para comunicarse con la estación central. Si el panel no se puede comunicar a través de línea fija, el 3G4000W cambia a la red inalámbrica.

Nota: PTM complementa a la detección de voltaje de línea regular y solo se activa si el 3G4000W se ha configurado como un comunicador de respaldo.

El 3G4000W monitorea la línea telefónica durante cuatro intentos fallidos consecutivos en un periodo de tiempo de 12 minutos. El número telefónico marcado debe incluir cinco o mas dígitos para que el 3G4000W detecte el intento de llamada. El sistema asume que se ha producido un intento fallido de llamada si se produce una incautación en la línea al marcar en el panel de la alarma o el teléfono del cliente, y el receptor no detecta ningún tono de 1499 Hz (señal de confirmación de Contact ID) o el tono de 2025 Hz (señal de confirmación de SIA) es recibido del receptor.

Paragraph 13.

After the conditions for a failed attempt are met, the 3G4000W connects the panel to the wireless network to communicate the events. When the 3G4000W switches the line, it stays in this mode until the panel has successfully communicated its events. If the panel communications are unsuccessful and the panel has hung up, the 34000W exits takeover mode after 3 minutes.

On the next event, the 34000W restarts the error detection sequence before switching. The 3G4000W performs this sequence on any phone number that it detects on the line.

If necessary, you can programme specific central station phone numbers into the 3G4000W. The phone number programmed in the 3G4000W must exactly match the number dialed by the panel.

You can also programme the 3G4000W to look for a Contact ID or SIA kissoff after the system dials these numbers. A telephone line monitoring trouble also activates when the PTM activates. At the end of the call, the system sends a restoral.

Translation of paragraph 13.

Luego de que se cumplan las condiciones de un intento fallido, el 3G4000W conecta el panel o el tablero con la red inalámbrica para comunicar los eventos. Al momento en que el 3G4000W cambia de línea, permanece en este modo hasta que el panel ha comunicado los eventos exitosamente. Si las comunicaciones del panel no son exitosas y la central ha colgado, el 3G4000W sale del modo de toma de control, luego de 3 minutos.

En el siguiente evento, el 3G4000W reinicia la secuencia de detección de errores antes del cambio. El 3G4000W realiza esta secuencia en cualquier número telefónico que detecte en la línea.

Si es necesario, usted puede programar números telefónicos específicos de la estación central en el 3G4000W. El número telefónico programado en el 3G4000W debe coincidir exactamente con el número marcado por la central.

Usted También puede programar el 3G4000W para que busque una identificación de contacto o SIA después que el sistema marca estos números. Un problema de monitoreo de la línea telefónica también se activa cuando la PTM se activa. Al finalizar la llamada, el sistema emite un restablecimiento.

Paragraph 14.

Wireless communication sequence

When an alarm or other signal is triggered, the control panel goes off-hook and the following actions occur:

1. The 3G4000W asserts a dial tone.

2. The control panel dials the number of the central station.

© Note: Ensure that the alarm panel inserts a minimum one second pause, or that the dial tone search feature is active before the control panel dials the number of the central station. For more information, see checking for a delay in the alarm panel. The panel also checks for a dial tone. For more information, see checking for a dial tone.

3. The 3G4000W detects the DTMF dialing and stops the dial tone.

© Note: The 3G4000W cannot decode pulse dialing and does not support pulse communication formats.

Translation of paragraph 14.

Secuencia de comunicación inalámbrica

Cuando una alarma u otra señal es inducida, el panel de control pasa a estar descolgado y ocurren las siguientes acciones:

1. El 3G4000W afirma un tono de llamada.

2. El panel de control marca el número de la esta ción central.

© Nota: Asegúrese que la central de alarma inserta una pausa mínima de un segundo o que la función del tono de llamada esté activa, antes de que el panel de control marque el número de la estación central. Para más información, consulte: Comprobación de retraso de la central de alarma. La central también comprueba si hay un tono de llamada. Para más información, consulte: Comprobación de un tono de llamada.

3. El 3G4000W detecta la marcación del DTMF y detiene el tono de llamada.

© Nota: El 3G4000W no puede decodificar la marcación por pulso y no es compatible con formatos de comunicación por pulsos.

Paragraph 15.

Checking for a delay in the alarm panel

About this task: To check that the alarm panel has a minimum one second pause in the dialed phone, complete the following step:

• In the control panel's Phone Number Programming section, enter hex E and then enter the dialed phone number. For more information on the Phone Number Programming section and to ensure that a delay is present in the alarm panel, refer to the control panel's Installation Manual.

Checking for a dial tone

About this task: To check for a dial tone on the control panel, complete the following step:

• In the control panel's Phone Number Programming section, enter hex D and then enter the dialed phone number. For more information on the Phone Number Programming section, refer to the control panel's Installation Manual.

Translation of paragraph 15.

Comprobación de retraso del tablero de alarma

Sobre esta tarea: Para comprobar que el panel tiene una pausa mínima de un segundo en el teléfono marcado, complete el siguiente paso:

• En la sección de la central Programando un Número Telefónico, introduzca hex E y luego introduzca el número de teléfono marcado. Para más información en la sección, consulte: Programando un Número Telefónico y asegúrese que el retraso esté presente en el tablero de la alarma, remita al Manual de instalación del panel.

Comprobación de un tono de llamada

Sobre esta tarea: Para comprobar que haya un tono de llamada en el panel, complete el siguiente paso:

• En la sección del panel de control Programando un Número Telefónico, introduzca hex D y luego introduzca el número de teléfono marcado. Para más información sobre la sección Phone Number Programming, consulte el Manual de instalación del panel.

5.1.2.2 Color coding for the text from Spanish into English

Paragraph 1.

¿Que son Las Habilidades Gerenciales ?

Las habilidades gerenciales son un conjunto de capacidades y conocimientos que una persona posee para realizar las actividades de administración y liderazgo en el rol de gerente de una organización.

Existen tres grandes grupos de habilidades gerenciales que debe dominar una persona que se encuentre desempeñando algún puesto administrativo en el área de supervisión o gerencia, para ser exitoso:

H1. Habilidades técnicas: involucra el conocimiento y experticia en determinados procesos, técnicas o herramientas propias del cargo o área específica que ocupa.

H2. Habilidades Humanas: se refiere a la habilidad de interactuar efectivamente con las personas. Un gerente o supervisor y coopera principalmente con los empleados a su cargo; muchos también tienen que tratar con clientes, proveedores, aliados, etc.

H3. Habilidades Conceptuales: Se trata de la formulación de ideas, entender relaciones abstractas, desarrollar nuevos conceptos, resolver problemas en forma creativa y ayudar a la institución a crecer financiera y operativamente.

Translation of paragraph 1.

What are management skills?

Management skills are a set of abilities and knowledge that a person has to perform management and leadership activities in the manager role of an organization.

There are three large groups of management skills that a person who is performing an administrative position in the area of supervision or management must master to be successful:

A1. Technical Abilities: Involves the knowledge and expertise in certain processes, techniques, or specific tools for the role or specific area the manager works on.

A2. Human Abilities: It refers to the ability of interacting effectively with people. A manager or supervisor who primarily cooperates with employees they supervise, many additionally have to deal with customers, suppliers, allies, etc.

A3. Conceptual Abilities: It is about the formulation of ideas, understanding abstract relationships, developing new concepts, resolving problems in a creative way, and helping the organization grow financially and operationally.

Paragraph 2.

HE.1 MANEJO DE RECURSOS HUMANOS

En la administración de empresas, se denomina recursos humanos al trabajo que aporta el conjunto de los empleados o colaboradores de esa organización. Pero lo más frecuente es llamar así a la función que se ocupa de seleccionar, contratar, formar, emplear y retener a los colaboradores de la organización. Estas tareas las puede desempeñar una persona o departamento en concreto (los profesionales en Recursos Humanos) junto a los directivos de la organización.

Sin embargo actualmente esto va más allá, ya que el manejo de este importante recurso dentro de la organización recae en los supervisores de las distintas áreas que comprenden la organización.

Translation of Paragraph 2.

HE.1 MANAGEMENT OF HUMAN RESOURCES

In the business administration, Human Resources is referred to as the work which is done by the group of employees or collaborators of an organization. But the most frequent use of the term is to call Human Resources to the function that deals with the selecting, hiring, training, employing, and retaining the organization's collaborators. These tasks can be performed by a specific person or department (Human Resources professionals) along with the organization's incumbents.

However, this currently goes further, since the management of this important resource inside of the organization falls on the supervisors of the different areas that comprise of the organization.

Paragraph 3.

Es de aquí donde se desprende la necesidad de mantener una comunicación clara y directa desde el supervisor a sus empleados y viceversa, lo cual consiste en el proceso de emisión y recepción de mensajes dentro de un panorama de flexibilidad de entendimiento. En nuestro caso al estar dentro de una empresa, publica enfocada al servicio comunitario, esta comunicación comprende las siguientes tres áreas de gran importancia:

- Operacionales (se refiere a tareas u operaciones)

- Reglamentarios (órdenes e instrucciones)

- Mantenimiento (relaciones públicas, captación y publicidad)

La comunicación dentro de una empresa adquiere un carácter jerárquico, basado en órdenes y mandatos, aceptación de políticas, etc. Es por ello que hay que destacar la importancia de la relación individual frente a las relaciones colectivas y la cooperación entre todo el personal de la entidad.

Translation of paragraph 3.

It is at this point the necessity of maintaining a clear and straight communication from the supervisor to his employees and vice versa begins, which consists of the process of emission and reception of messages within a flexibility framework of understanding. In our case being within a public company focused on community service, this communication includes the following three areas of major significance:

- Operational (it refers to tasks or operations)

- Regulatory (orders and instructions)

- Maintenance (public relations, training, and advertising)

The Communication within a company acquires a hierarchical character based on orders and mandates, acceptance of policies, etc. That is why it is necessary to highlight the importance of the individual relationship versus the collective relationships and the cooperation between all the employees of the organization.

Paragraph 4.

HE.2 LA CAPACIDAD DE ANÁLISIS

Se trata de una condición mental de la persona humana de poder desarrollar una idea o un problema, por ejemplo, desbrozándolo hasta sus últimas consecuencias. Y de poder hacer lo contrario, de un cúmulo de circunstancias o de datos , poder llegar a un síntesis o conclusión global.

Así, de este modo, la capacidad de análisis sería como una pirámide bien apoyada por su base.

Esta capacidad se centra en el ejercicio del día a día de la vida profesional de un Gerente o Supervisor. Cada mañana, se presentan sobre la mesa de estos, multitud de problemas y cuestiones sobre las que hay que tomar decisiones. Pero antes hay que analizarlas, estudiarlas. Y después, tomar la decisión que corresponda de acuerdo a las necesidades.

Translation of paragraph 4.

HE.2 THE ANALYSIS CAPABILITY

It is about a mental condition of the human person to be able to develop an idea or a problem, for example, untangling until its last details. And to be able of doing the opposite; being able to get to a global synthesis or conclusion from a cluster of circumstances or data.

Thus, in this way, the analysis capacity would be like a pyramid well supported by its base.

This ability is based on the day-by-day exercise in the professional life of a manager or supervisor. Each morning, on the table of these gets presented a multitude of problems and matters that require decisions present themselves to the manager. But first they must be analyzed and studied, and then the manager makes a decision according to what is needed.

Paragraph 5.

HE.3 CAPACIDAD DE NEGOCIACIÓN

Todos en un momento dado nos enfrentamos al hecho de negociar, esto es de buscar soluciones racionales a diferendos que se dan entre personas, entre grupos y entre países.

En el ámbito empresarial la negociación es parte de la vida de la empresa y quien o quienes están al frente de una negociación deben contar con una capacidad de persuasión la cual empieza por la imagen personal o personalidad carismática definida por una firmeza de carácter, una sinceridad a todas luces considerada por las primeras impresiones que produce la apariencia y las asociaciones colaterales de comportamiento y actuación del individuo.

Translation of paragraph 5.

HE.3 NEGOTIATION CAPACITY

Everyone is faced with negotiating at a given moment, this is looking for rational solutions to disputes that happen between people, between groups, and between countries.

In the business field, the negotiation is part of the life of the company for the person or people who are in front of a negotiation, they must possess the ability of persuasion, which begins by personal image, or a charismatic personality defined by a firmness of character, a clearly strong sincerity defined by the first impressions that the appearance produces and the collateral associations of behavior and performance of the individual.

Paragraph 6**.**

En la negociación o en la solución de un conflicto, es necesario la apertura de la mente en el sentido de que una mente cerrada es una mente obtusa no proclive a la negociación, por su nulo horizonte perceptivo, por su incapacidad al cambio, por su poco razonamiento y capacidad de análisis. La mente abierta, flexible, analítica y de síntesis con capacidad de diálogo y de aceptación, fácilmente tiende al reconocimiento de los demás, y de sus problemas, al reconocimiento del valor de la negociación y de la solución de problemas, y al reconocimiento de su propio potencial de negociación que le concede entre otras cosas:

- Saber aceptar y dar la razón a la contraparte cuando la posee sin escatimarle un solo ápice de la misma.
- Saber tratar y dignificar a la contraparte en el sentido de que le asiste el mismo derecho que a uno en cuanto a defender, exponer sus necesidades y puntos de vista, los cuales son muy respetables.

Translation of paragraph 6.

In the negotiation or solution of a conflict, it is necessary to have an open mind in the sense that a closed mind is a blunt mind that is not prone to negotiation, due to its null perceptive horizon, its inability to change, its little reasoning, and analytical capacity. The open, flexible, analytical, and synthetical mind with dialog and acceptance capability, easily tends to recognize others, and their problems, recognizes the value of negotiation and of problem solving, and recognizes their own negotiation potential that means among other things:

- Knowing how to accept the situation when the counterpart is right without making further agreements

- Knowing how to treat and dignify the counterpart in the sense that they have the same right as one in terms of defending themselves and presenting their needs and points of view, which are very respectable.

Paragraph 7.

- Evitar en lo posible no degradar al contrario, ni en la forma, como pueden ser epítetos, sarcasmos, etcétera, ni en el fondo como puede ser el engañar, el fraude o la manipulación mal intencionada.
- Tratar por todos los medios comprender tanto al contrario, como el problema y la posición de uno de tal manera de manejar la negociación de manera integral, como un todo en la que solamente su buscan buenos resultados y satisfacciones mutuas. Esto solamente se logra con una mente abierta.

Todo lo anterior nos lleva a ganarnos la confianza de la contraparte en base a la percepción que tienen de nuestra honradez en nuestras actitudes y comportamiento y en la veracidad de nuestra postura de cara a la negociación, en la cual se deja descubrir la motivación por nuestros intereses en función de los intereses de los otros tratando de concertar y de no destruir, mediante proposiciones ventajosas para ambos, así como de advertencias de inconvenientes, situación que da un marco de referencia de buena disposición para el manejo de la actividad negociadora, de confianza mutua y de apertura mental, aspectos habilitadores y facilitadores de una buena negociación.

Translation of paragraph 7.

- Avoiding as much as possible degrading the opposite with epithets, sarcasm, etc. or by means of deceiving, manipulating or fraud.
- Trying by all means to understand both the opposite part and the problem, along with one's position in such a way one can handle the negotiation in a way that only aims for good results and mutual satisfaction. This can only be achieved with an open mind.

All of the above lead us to gain the trust of the counterpart based on the perception that they have of the honesty in our attitudes and behavior, and in the veracity of our position before the negotiation, in which it exposes the motivation for our own interests and those of the others; building bridges, through advantageous proposals for both parties, as well as making it known when an inconvenience arises. In sum, a situation that fosters good disposition towards the negotiation at hand.

Paragraph 8.

Lo anterior sumado a la habilidad en el discurso y una adecuada exposición de carácter convincente más que de protagonismo, de claridad más que de incertidumbre, de lealtad más que de manipulación, teniendo además cuidado con las promesas en el sentido de no llegar a ser incumplidas por su debilidad argumental, e ilógica sustentación, dan como resultado la obtención de un clima de confianza, apto para el desarrollo de una excelente negociación.

El clima de confianza nos lleva a una situación en que por convicción propia merecemos la fe en nosotros mismos y en los demás.

Es importante realizar un ejercicio de autoevaluación y medir nuestra capacidad de negociación constante ante situaciones de supervisión y análisis constante:

¿Cuál es la imagen que tienen de mí mis colaboradores?

¿Soy o no manipulador, de qué tipo?

¿En quienes confío plenamente?

¿Quiénes confían en mi plenamente?

¿Cómo puedo aumentar la capacidad de negociación y persuasión mía y de mis colaboradores?

Translation of paragraph 8.

The previously mentioned added to a good diction and an appropriate presentation of convincing character rather than to be a protagonist, exhibiting clarity rather than uncertainty, of loyalty rather than manipulation, being careful with the promises made so they do not get broken end up fostering an atmosphere of trust, suitable for the development of an excellent negotiation.

It is important to perform a self-assessment exercise and measure our constant negotiation capability in situations of supervision and constant analysis:

How my collaborators see me?

Am I manipulative or not? What kind?

Who do I fully trust?

Who fully trusts me?

How can I increase my own negotiation and persuasion capacity along with those of my collaborators?

Paragraph 9.

HE.4 TOMA DE DECISIONES

La toma de decisiones es el proceso mediante el cual se realiza una elección entre las alternativas o formas para resolver diferentes situaciones de la vida, estas se pueden presentar en diferentes contextos: a nivel laboral, familiar, sentimental, empresarial, etc., es decir, en todo momento se toman decisiones, la diferencia entre cada una de estas es el proceso o la forma en la cual se llega a ellas. La toma de decisiones consiste, básicamente, en elegir una alternativa entre las disponibles, a los efectos de resolver un problema actual o potencial, (aún cuando no se evidencie un conflicto latente).

Translation of paragraph 9.

HE.4 DECISION MAKING

The Decision-making is the process in which a decision is made between the different alternatives or ways to resolve different situations in life, these may be present in different contexts: at work, family, sentimental, business, etc. That is to say that Decisions are made all the time, the difference between each one of these is the process or the way in which one gets to them. Decision-making aims to choosing an alternative between the available ones, for the purpose of solving a current or potential problem (even when there is no evidence of a latent conflict).

Paragraph 10.

La toma de decisiones a nivel individual es caracterizada por que una persona haga uso de su razonamiento y pensamiento para elegir una decisión a un problema que se le presente en la vida; es decir, si una persona tiene un problema, ésta deberá ser capaz de resolverlo individualmente a través de tomar decisiones con ese especifico motivo. En la toma de decisiones importa la elección de un camino a seguir, por lo que en un estadio anterior deben evaluarse alternativas de acción. Si estas últimas no están presentes, no existirá decisión.

Para tomar una decisión, no importa su naturaleza, es necesario conocer, comprender, analizar un problema, para así poder darle solución.

Translation of paragraph 10.

The Decision-making at an individual level is characterized because of a person making use of their reasoning and thinking to choose a decision to a problem that arises in life; that is, if a person has a problem, they should be able to resolve it individually through making decisions with that specific motive. In decision-making, the choice of a path to follow matters, so that in an early stage the alternatives of action must be evaluated. Without alternatives there will be no decision.

To make a decision, no matter its nature, it is necessary to know, understand, and analyze a problem, in order to be able to solve it.

Paragraph 11.

HE.5 TRABAJO EN EQUIPO Y LOGRO DE OBJETIVOS GENERALES Y OPERATIVOS DE MANERA EFECTIVA

Básicamente, toda institución está compuesta por un grupo de personas, las cuales, deben trabajar en pro de un objetivo final previamente planificado. Por tanto, surge aquí la clave para que esto se logre con éxito y ello es sin duda, el trabajo en equipo.

Desde esta perspectiva podemos encontrar los siguientes conceptos importantes del trabajo en equipo

"Número reducido de personas con capacidades complementarias, comprometidas con un propósito, un objetivo de trabajo y un planeamiento comunes y con responsabilidad mutua compartida", según Katzenbach y K. Smith.

"El trabajo en equipo es un conjunto de personas que cooperan para lograr un solo resultado general", según Luis Riquelme Fritz.

Translation of paragraph 11.

HE.5 TEAMWORK AND EFFECTIVE ACHIEVEMENT OF GENERAL AND OPERATIONAL OBJECTIVES

Basically, every organization is constituted by a group of people who must work towards a final objective previously planned. Therefore, here arises the key for this to be achieved is without question, teamwork.

From this perspective we can find the following important concepts of teamwork

According to Katzenbach and K. Smith. "Reduced number of people with complementary skills committed to a purpose, a work goal, and a planning in common with a shared mutual responsibility"

"Teamwork is a group of people who cooperate to achieve a single and general result" according to Luis Riquelme Fritz.

Paragraph 12.

Las características más sobresalientes que podemos encontrar son las siguientes:

- Trabajar en equipo implica integrar a personas con sus diferencias.
- La influencia de un líder debe provocar resultados positivos.
- El objetivo central de la empresa debe representar lo que cada uno de sus integrantes debe y desea alcanzar.
- Sinergia (1+1=3, el todo es más que la suma de sus partes)
- Se enfatiza el conocido lema: "todos para uno y uno para todos."

Así mismo el éxito financiero y operativo de la institución se vera favorecido e incrementado de acuerdo al alcance y cumplimiento de los siguientes objetivos grupales, los cuales el supervisor como líder positivo debe de interpretar y desarrollar proactivamente en su gestión.

Translation of paragraph 12.

The most outstanding characteristics that we can find are the following:

- Working as a team implies integrating people with differences between them.
- A leader's influence must bring positive results.
- The central objective of the company must represent what each one of its members must and wishes to achieve.
- Synergy (1+1=3, the whole is more than the sum of its parts)
- It is emphasized the known motto "One for all and all for one."

Likewise, the financial and operative success of the organization will be favored an increased according to the scope and fulfillment of the following group objectives, which the supervisor as a positive leader must proactively interpret and develop in their management.

Paragraph 13.

HE5.1. Planificación: Si el liderazgo es de tipo participativo, entonces en conjunto delimitarán cuál será el plan de acción para la empresa.

HE5.2. Organización: La entidad requiere delimitar qué tareas le corresponden según habilidades a cada cual, los cargos y responsabilidades, es decir, cómo lo van a hacer para lograr los objetivos.

HE5.3. Dirección: Es necesario orientar a los recursos del organismo: humanos, financieros, materiales y tecnológicos. Darle un mismo sentido a las metas específicas para alcanzar el objetivo central.

HE5.4. Control: Hay que evaluar el rendimiento tanto parcial como global, definiendo de ante mano reglas claras, por lo que el liderazgo juega aquí un papel fundamental.

HE5.5. Objetivos claros: Para llevar a cabo de mejor forma los cuatro requisitos anteriores, es preciso poner bien en claro los objetivos a seguir.

Translation of paragraph 13.

HE5.1. Planning: If leadership is participative, then collectively will define what the action plan for the company is.

HE5.2. Organization: The group requires delimitation of who performs which tasks corresponding to each one according to skills, positions, and responsibilities, in other words, how they are going to do it to achieve the objectives.

HE5.3. Administration: It is necessary to guide the organization's resources: human, financial, material, and technological. Give people a single sense to the specific goals to reach the central objective.

HE5.4. Control: There must be an evaluation for both partial and global performance, defining clear rules beforehand, which is the reason why leadership plays a fundamental role here.

HE5.5. Clear objectives: In order to carry out the four previous requirements in the best possible way, it is necessary to make very clear the objectives to be followed.

Paragraph 14.

HE5.6. Intercambiar conocimientos y destrezas: Al trabajar con recursos humanos, tal como se planteó antes, resulta obvio encontrar diferencias entre ellos y desde luego, cada uno debe dar a conocer sus habilidades, entregar un aporte para que el trabajo en equipo prospere. En síntesis, se torna pertinente destacar la colaboración entre todos.

HE5.7. Comunicación: El poder tener una buena comunicación es la clave del entendimiento, pues por ejemplo, si tenemos algún problema con un colega lo conversamos a fin de resolver la disputa; si nos surge una duda en cuanto al desempeño de cierta función, entonces lo consultamos a quien es debido, en definitiva, es importante que fluya una información fidedigna y útil.

Translation of paragraph 14.

HE5.6. Exchange of knowledge and skills: When working with people, as explained before, it is obvious to find differences between them and, of course, each one of them must make known their abilities, hand over a contribution so that teamwork can thrive. In short, it becomes pertinent to highlight the collaboration between all.

HE5.7. Communication: Good communication is powerful is the key to understanding, cause for example, if we have any problem with a colleague, we talk about it in order to resolve the dispute; If a question arises regarding to the performance of a certain function, then we consult the appropriate person, it is important that reliable and useful information flows.

Paragraph 15.

HE5.8. Confianza recíproca: Si de trabajar en equipo se trata, la confianza mutua es sumamente relevante en el sentido de tener que compartir en muchas ocasiones: información confidencial, dinero o delegar en otro alguna tarea que requiere de un alto grado de responsabilidad.

HE5.9. Comprensión: Siempre surgirán diferencias en las maneras de pensar y actuar, por ende, la tolerancia, el comprender que todos somos distintos, hará que el equipo perdure por más tiempo.

HE5.10. Complementación: Al trabajar en equipo dentro de una determinada empresa, nos estamos refiriendo a un macro equipo (por llamarlo de alguna forma), es lógico que surjan equipos pequeños con el propósito de complementarse. Por ejemplo. habrá un departamento de sistemas en donde todos manejarán de forma más erudita todo lo relativo a la computación. Ahora bien, si el rubro de la organización es de fabricación y distribución de softwares, dicho departamento tendrá que complementar sus operaciones con el departamento de despachos.

Translation of paragraph 15.

HE5.8. Mutual trust: When it comes to teamwork, mutual trust is highly relevant, in the sense of having to share in occasions: confidential information, money, or delegating someone a task that requires a high degree of responsibility.

HE5.9. Understanding: Different ways of thinking and working always arise, therefore, the tolerance, the understanding that everyone is different, will make the team last longer.

HE5.10. Complementation: When teamworking within a certain company, we are referring to a macro-team (to call it somehow), it is logical that small teams develop with the purpose of complementing each other. For example, there will be a systems department in which everyone will handle everything related to computing in a more knowledgeable way. Now, if the line of business of the organization is software manufacturing and distribution, said department will have to complement its operations with the dispatch department.

5.1.3 Glossary.

The glossaries of this section consist of a compilation of 25 words each, one glossary being for the Spanish to English translation and the other one for English to Spanish translation. The researcher will include the most important vocabulary throughout both texts and will provide the necessary definition.

5.1.3.1 Glossary of terms from Spanish into English

Source Language	Target Language	Grammatical Category	Definition
Habilidades gerenciales	Management skills	Noun	Skills that people in leadership and management positions must possess in order to be successful and achieve the goals and objectives of an organization.

Administración	Management	Noun	Supervising, organizing, and directing individual and collective work, especially in companies and work environments.
Liderazgo	Leadership	Noun	The ability of a person to influence, organize, and motivate other people, making them a leader.
Recursos humanos	Human resources	Noun	The department within a business that is responsible for everything worker related.
Organización	Organization	Noun	A group of people who work together for a specific purpose.
Supervisor	Supervisor	Noun	A person who is in charge of a group of people or an area of work, making sure that the work is done correctly and according to the policies.
Operacionales	Operational	Adjective	Relating to the functioning and tasks of an organization
Reglamentarios	Regulatory	Adjective	Official rules about what is acceptable in a particular business, activity, etc.
Mantenimiento	Maintenance	Noun	Organization of a company in terms of public relations, recruitment, and advertising.
Comunicación	Communication	Noun	The act of transferring information from one place, person, or group to another.

Negociación	Negotiation	Noun	A strategic discussion that involves two or more parties resolving an issue in a way that each party finds it acceptable.
Confianza	Trust	Noun	To rely on the truthfulness or accuracy of something or someone.
Toma de decisiones	Decision-making	Noun	The process of making choices by gathering information and looking for alternative solutions.
Trabajo en equipo	Teamwork	Noun	When people work together towards a common goal.
Comprensión	Understanding	Noun	Knowledge of a particular thing/an informal agreement between people.
Capacidad	Capacity	Noun	The ability to do something in particular.
Habilidad	Ability	Noun	Competence in an activity because of one's skill, training, or other qualification.
Problema	Problem	Noun	A problem is a situation that causes difficulty, stress, or doubt.
Éxito	Success	Noun	The achievement of a desired goal.
Institución	Institution	Noun	An established organization or corporation.
Objetivos generales	General Objectives	Noun	Statement that summarizes the central idea and the main purpose of a work.
Objetivos operativos	Operational Objectives	Noun	Goals that an organization wishes to achieve in a short term.
Solución	Solution	Noun	An answer to a problem.

Actitudes	Attitudes	Noun	The manner, disposition, feeling, etc., with regarding to someone or something
Comportamiento	Behavior	Noun	The way in which one conducts oneself

In the text from Spanish into English, the text is written with simple words that a person nonrelated to the management field may be able to understand, despite this there are a few specific words of the administration branch that may be difficult to understand and translate. Due to the previously mentioned point, the translator had to make decisions regarding words that fit better in this type of text.

5.1.3.2 Glossary of terms from English into Spanish

Source Language	**Target Language**	**Grammatical Category**	**Definition**
Service Person	Personal de Servicio	Noun	Una persona empleada para reparar o mantener equipos.
Non - hazardous	No peligroso	Adjective	Algo inofensivo que no implica riesgos.
Wireless Network	Red inalámbrica	Noun	Red de comunicación en donde no se utilizan cables y la transmisión de datos se realiza mediante ondas.
LED	LED	Noun	Elemento capaz de recibir una corriente eléctrica moderada y emitir una radiación electromagnética transformada en luz.

SIM Card	Tarjeta SIM	Noun	Pequeña tarjeta inteligente y extraíble.
Power supply	Fuente de alimentación	Noun	El equipo que se encarga de dar energía a un dispositivo electrónico.
Cellular network	Red celular	Noun	Red de comunicación, la cual encamina las comunicaciones en forma de ondas.
Signal strength	Intensidad de señal	Noun	Medida que expresa la calidad de una señal en particular a una cierta distancia de su fuente.
Cell tower	Antena de telefonía móvil	Noun	Antena encargada de proveer a aquellos servidores y dispositivos móviles a través de una estación base y fija.
Non-roaming Partners	Socios no itinerantes	Noun	Diversos operadores de red en cuyas redes los clientes pueden acceder a los servicios.
Carrier	Proveedor	Noun	Aquella persona o entidad que provee o suministra profesionalmente de un bien o servicio.
DLS software	Software DLS	Noun	Servicio de enlace que se puede utilizar para proporcionar enlaces a los usuarios en la web.
Landline	Línea fija	Noun	Conexión telefónica mediante cables, en lugar de una conexión de teléfono móvil.

Terminals	Terminales	Noun	Dispositivo para transmitir y recibir datos.
Dial tone	Tono de marcación	Noun	Señal que una persona escucha en un teléfono antes al momento de marcar un número de teléfono.
Device	Dispositivo	Noun	Aparato o mecanismo que desarrolla determinadas acciones.
Communication	Comunicación	Noun	Intercambio de información que se produce entre dos o más individuos.
Delay	Retraso	Noun	Atraso o demora en la ejecución de una cosa.
Alarm	Alarma	Noun	Dispositivo que da una señal advirtiendo sobre la proximidad de un peligro.
Monitoring	Monitoreo	Verb	Acción de supervisar o controlar algo o a alguien.
Sequence	Secuencia	Noun	Serie o sucesión de cosas que presentan cierta relación entre sí.
Voltage	Voltaje	Noun	Magnitud física, con la cual se puede medir la diferencia de potencial eléctrico o la tensión eléctrica.
Configure	Configurar	Verb	Dar determinada composición, forma o programación a una cosa.

Central Station	Estación Central	Noun	Una entidad comercial que monitorea las señales de alarma
Receiver	Recibidor	Noun	Dispositivo que selecciona una señal de entre todas las señales recibidas de un canal de comunicación, recupera la señal de banda base y la entrega al usuario.

The glossary for the text translated from English into Spanish was mostly based on technical vocabulary, that being the reason that the researcher needed to investigate for specific vocabulary, key words, and phrases that are already established and cannot be translated literary or freely.

The vocabulary contained in the text requires a high level of technical knowledge in order to be understood by the person reading. This is important, since as it previously mentioned, those words already proven in the target language, cannot be translated for easier or more common ones, because it could jeopardize the naturalness on the target texts.

The main purpose of this chapter was to exemplify, explain, and compare the results of the research using the data that was obtained from the English to Spanish and Spanish to English translations, focusing on the different translation procedures and the 25 words per glossary.

Chapter VI

Conclusions and Recommendations

The chapter on conclusion and recommendations is the final part of any investigation, thesis, or dissertation. This part goes after the data recollection and analysis, and it is intended to give the reader a clear understanding of the findings obtained throughout the investigation and also to help the reader understand why the research topic should matter to them after they have finished reading the investigation. All of this while also answering the research question.

This investigation section provides the opportunity to discuss and link the results with the objectives. The conclusions, as well as the recommendations, are one of the most important parts of an investigation since they provide a guide so that future researchers on the subject can have an idea of the results that await them and what they should avoid or improve to carry out further efficient investigations in the subject.

6.1 Purpose of the Conclusion

This conclusion aims to summarize the research on the effect of different translation procedures and methods. In addition, another purpose of the conclusion is also to provide all results related to the specific objectives defined at the beginning of the investigation. In this section, the researcher will also highlight the unexpected results found during the investigation and give the most important recommendations for future investigations on this topic.

6.2 Conclusions

In this section of the chapter, the researcher will present the three specific objectives set in the first chapter of the investigation, as well as the conclusions obtained for each objective.

6.2.1 To translate the documents *Manual de Habilidades Gerenciales* from Spanish into English for ADT company and *Wireless Alarm Communicator Installation Manual* from English to Spanish for ADT company.

To accomplish this first specific objective, the researcher had to refer to the second chapter of this investigation to get an idea of the correct process to follow to achieve a successful translation without losing data or sounding unnatural. In this case, the researcher paid close attention to using the close and general reading to do a deep text analysis that helped to understand the main topic of both texts, understand the aim that source texts' writers were going for, and also identify the possible challenges at the moment of translating.

Considering the intention of maintaining the naturality of the texts, the researcher had to look up different keywords, vocabulary, established phrases, etc. This is because one of the texts aimed at an educated target audience with technical knowledge, so respecting the terminology used in the source text was essential. On the other hand, the second text gave more freedom to the researcher since it deals with a more popular vocabulary that even people unfamiliar with the administration topic could understand.

6.2.2 To apply various translation techniques to the documents in order to achieve communicative texts.

After the researcher's deep investigation in the introductory chapters, it was defined that the best way to obtain a successful and communicative translation was to follow the procedures, techniques, and methods previously defined in chapter two. The purpose of using these procedures and techniques was to communicate the message of both original texts, maintaining their style and purpose while adapting them to the target language in terms of culture, grammar rules, etc. The techniques and procedures used to meet this objective were the following: transposition, modulation, omission, amplification, explicitation, literal translation, and punctuation changes.

As a result of the translation process in this investigation, it was concluded that the translation procedures and methods contributed to the naturalness of the target text, thus ensuring that the people who are going to read the translated text can understand it in a simple way and without facing language barriers.

The techniques and procedures that were of main help to maintain the naturalness and the original message of the text were modulations, transposition, and punctuation changes. With these, it was ensured that the text did not sound forced for the speakers and readers of the target language. Besides this, it is important to keep in mind that on some occasions, more than one procedure can be applied to the same sentence or phrase, which is a decision that the translator must face achieving the best result.

6.2.3 To evaluate the effect of the translation techniques applied to the documents.

At the time of the translations for both texts, the previously mentioned techniques were used: transposition, modulation, omission, amplification, explicitation, literal translation, and punctuation changes, which greatly differed for the final result of the translations. These techniques have a great impact because if they were not used, the translated text would be an incomplete version of it, incomplete in the sense that it would not be natural and grammatically correct according to the target language. It would not be faithful to the source text.

The techniques with the greatest and best impact used in translating both texts were transposition and modulation. This is because both techniques allow naturalness in the target language. The transposition technique allows a word to change from one grammatical category in the source text to another in the target text. On the other hand, modulation allows the translator to express the idea of the original text with different words while maintaining the meaning.

In order to assess the effect of the translation techniques and procedures, the researcher assigned a different color to each of the translation procedures and techniques and compared the source language text and the target language text by paragraph by marking with each color when each of the procedures and techniques was used in the target text compared to the source text. After analyzing the results, it can be affirmed that in both texts, multiple techniques and procedures were used per sentence, thus achieving the most natural and faithful translation of the original text.

6.2.4 To create a glossary with the most relevant terminology found in both texts.

The creation of the glossary was carried out to highlight the 25 most relevant words of each translation. This is a key point in the translation process since, through the glossary, the translator ensures that the reader has the right idea of the meaning of the most important words repeated during each translated text.

In the case of the translation of the text from English to Spanish, it contained specific technical vocabulary, which the researcher needed to investigate in order to ensure that the target text was natural and acceptable to readers specialized in that subject since many words were already established in the target language, restricting the translator from creative possibilities. On the other hand, in the text from Spanish to English, there was a very popular wording with just a few terms focused on an educated target audience, so this glossary was used to highlight the most important words in the text along with those certain administrative terms that may not be familiar to all readers.

Using both glossaries guarantees that the reader can have a complete understanding of the words used in the target texts since both glossaries define the words in the target language and the grammatical category for a better understanding. These glossaries can be useful for future researchers under the same translation category as these source texts, in this case, administrative and technological topics.

6.3 Restatement of the Research Question

The effect of procedures and methods used to translate the documents Manual de Habilidades Gerenciales and Wireless Alarm Communicator Installation Manual from both ADT companies is that these are of great help and influence for the translator to be able to adapt texts from one language to another while remaining faithful to the original text but at the same time making it natural for the readers of said translations.

These procedures and methods are very useful tools for the translator to define an idea of the vision that he or she has for the translation and that, after doing the translation process, gets to analyze his or her work based on these tools and be able to analyze the changes made to achieve a text faithful to the original text and natural for target readers.

In conclusion, this research fulfilled the proposed objectives thanks to the information presented in the previous chapters, which is supported by the findings in the translated texts in this research. That being said, the research question “What is the effect of procedures and methods used to translate the documents Manual de Habilidades Gerenciales from Spanish into English for ADT company and Wireless Alarm Communicator Installation Manual from English into Spanish for ADT company?" It is answered since it has been shown throughout the investigation that both the techniques, the methods, and the translation procedures improve the final result of a translation by giving fidelity and naturalness.

6.4 Recommendations

The researcher recommends that future researchers of a similar topic take their time to carry out extensive prior research gathering a literary review on all the methods, techniques, and translation procedures that have emerged and have been investigated over the years to have correct knowledge before starting to do the translation. This will help to perform the translation process with good speed and quality without constantly questioning the decisions being made regarding the translation.

Another recommendation given to future researchers is to read various texts on the subject to be translated, acquire knowledge of the subject, and be able to identify keywords and established phrases that can be of great help when translating the text to be analyzed. To achieve this, future researchers can refer to dictionaries and web pages containing the subject's terminology.

Additionally, the researcher recommends that the translator get carried away when translating and not be afraid to make changes in order to understand the importance of using the various methods and procedures so that the researcher realizes that by only Using literal translation, many important aspects of making a natural text will not be present, thus affecting the text, readers, and mainly naturalness.

All these recommendations will help future researchers to feel more prepared and confident when doing their translation and analyzing it. This is because by following these tips, future researchers will do much previous research that will facilitate the text translation by having prior knowledge of the topic, the methods to be used, and even knowing what challenges they might face.

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Appendixes

Carta de Compromiso

San José, 5, Agosto, 2022

Licenciado

Leslie Elizondo

Director de las Carreras de Inglés

Universidad Internacional de las Américas

Estimado señor:

Yo Alisa Jimena Mora Coronado, cédula 1-1850-0623 en mi calidad de estudiante de la Carrera de Ingles, expreso mi compromiso de realizar la entrega de los documentos traducidos para la tesina, a ADT Security Services S.A. la cual me facilitó el material a traducir. Además, es parte de mi obligación que dichos documentos se encuentren debidamente revisados por parte del filólogo y mi tutor.

La entrega a la institución beneficiaria deberá ir acompañada por una carta firmada por la / el suscrito agradeciendo el suministro de los documentos y su entrega formal. Asimismo, como estudiante me comprometeré a solicitar una carta o un oficio de recibido de los documentos por parte de la institución beneficiaria, para ser anexada a la tesina y entregada al señor director de la carrera. Este trámite me permitirá cumplir con uno de los requisitos de graduación establecidos por la Universidad Internacional de las Américas.

Atentamente,

A Mora C.

Firma estudiante

ADT Security Services S.A.
San José, Pavas,
De Plaza Rohrmoser 75 metros Oeste,
entrada a Mano Izquierda, Oficentro 104
Segundo piso
Tel (506) 2295 65 00
www.adt.co.cr

San José Costa Rica, jueves 10 de noviembre 2022

Sres. Universidad Internacional de las Américas

Por este medio yo Oliver Chaves Rodriguez cédula 2-0539-0415, quiero expresar mi agradecimiento con la señorita Alisa Jimena Mora Coronado cédula 1-1850-0623 por sus servicios gratuitos de traducción de los manuales Wireless Alarm Communicator Installation Manual y Manual de Habilidades Gerenciales, quedando muy satisfecho con la labor realizada por la misma.

Sin más me despido.

OLIVER CHAVES RODRIGUEZ (FIRMA)

Digitally signed by OLIVER CHAVES RODRIGUEZ (FIRMA)
Date: 2022.11.11 13:46:16 -06'00'

Oliver Chaves R
Gerente de Operaciones
Middle America

Original Text in Spanish:

¿ Que son Las Habilidades Gerenciales ?

Las habilidades gerenciales son un conjunto de capacidades y conocimientos que una persona posee para realizar las actividades de administración y liderazgo en el rol de gerente de una organización.

Existen tres grandes grupos de habilidades gerenciales que debe dominar una persona que se encuentre desempeñando algún puesto administrativo en el área de supervisión o gerencia, para ser exitoso:

H1. **Habilidades técnicas**: involucra el conocimiento y experticia en determinados procesos, técnicas o herramientas propias del cargo o área específica que ocupa.

H2. **Habilidades Humanas**: se refiere a la habilidad de interactuar efectivamente con las personas. Un gerente o supervisor y coopera principalmente con los empleados a su cargo; muchos también tienen que tratar con clientes, proveedores, aliados, etc.

H3. **Habilidades Conceptuales**: Se trata de la formulación de ideas, entender relaciones abstractas, desarrollar nuevos conceptos, resolver problemas en forma creativa y ayudar a la institución a crecer financiera y operativamente.

Dependiendo del nivel gerencial, se vuelve más o menos importante las distintas habilidades.

Retomando el marco conceptual de Las Habilidades Gerenciales, podemos enunciar las siguientes habilidades específicas:

H.E1.1 Manejo de recursos humanos

H.E2.1 Capacidad de análisis

H.E3.1 Capacidad de negociación

H.E4.1 Toma de decisiones

H.E5.1 Trabajo en equipo

Desarrollo de conceptos básicos

HE.1 MANEJO DE RECURSOS HUMANOS

En la administración de empresas, se denomina recursos humanos al trabajo que aporta el conjunto de los empleados o colaboradores de esa organización. Pero lo más frecuente es llamar así a la función que se ocupa de seleccionar, contratar, formar, emplear y retener a los colaboradores de la organización. Estas tareas las puede desempeñar una persona o departamento en concreto (los profesionales en Recursos Humanos) junto a los directivos de la organización.

Sin embargo actualmente esto va más allá, ya que el manejo de este importante recurso dentro de la organización recae en los supervisores de las distintas áreas que comprenden la organización.

Es de aquí donde se desprende la necesidad de mantener una comunicación clara y directa desde el supervisor a sus empleados y viceversa, lo cual consiste en el proceso de emisión y recepción de mensajes dentro de un panorama de flexibilidad de entendimiento. En nuestro caso al estar dentro de una empresa, publica enfocada al servicio comunitario, esta comunicación comprende las siguientes tres areas de gran importancia:

- Operacionales (se refiere a tareas u operaciones)

- Reglamentarios (órdenes e instrucciones)

- Mantenimiento (relaciones públicas, captación y publicidad)

La comunicación dentro de una empresa adquiere un carácter jerárquico, basado en órdenes y mandatos, aceptación de políticas, etc. Es por ello que hay que destacar la importancia de la relación individual frente a las relaciones colectivas y la cooperación entre todo el personal de la entidad.

HE.2 La capacidad de análisis

Se trata de una condición mental de la persona humana de poder desarrollar una idea o un problema, por ejemplo, desbrozándolo hasta sus últimas consecuencias. Y de poder hacer lo contrario, de un cúmulo de circunstancias o de datos , poder llegar a un síntesis o conclusión global.

Así, de este modo, la capacidad de análisis sería como una pirámide bien apoyada por su base.

Esta capacidad se centra en el ejercicio del día a día de la vida profesional de un Gerente o Supervisor. Cada mañana, se presentan sobre la mesa de estos, multitud de problemas y cuestiones sobre las que hay que tomar decisiones. Pero antes hay que analizarlas, estudiarlas. Y después, tomar la decisión que corresponda de acuerdo a las necesidades.

Además, con frecuencia hay multitud de informaciones y de datos sobre uno o mil problemas de la empresa. Todos juntos, así esparcidos sobre la mesa o sobre "el cerebro" del Supervisor, llevan al caos e in viabilizan la toma correcta de decisiones, impidiendo tener un conocimiento adecuado de la situación. Hay que hacer un ejercicio de síntesis. Globalizar todo aquello y sacar consecuencias válidas.

Por eso estas capacidades de mentalidad analítica es siempre necesario cuando se asume un puesto de tal responsabilidad.

HE.3 Capacidad de Negociación

Todos en un momento dado nos enfrentamos al hecho de negociar, esto es de buscar soluciones racionales a diferendos que se dan entre personas, entre grupos y entre países.

En el ámbito empresarial la negociación es parte de la vida de la empresa y quien o quienes están al frente de una negociación deben contar con una capacidad de persuasión la cual empieza por la imagen personal o personalidad carismática definida por una firmeza de carácter, una sinceridad a todas luces considerada por las primeras impresiones que produce la apariencia y las asociaciones colaterales de comportamiento y actuación del individuo.

En la negociación o en la solución de un conflicto, es necesario la apertura de la mente en el sentido de que una mente cerrada es una mente obtusa no proclive a la negociación, por su nulo horizonte perceptivo, por su incapacidad al cambio, por su poco razonamiento y capacidad de análisis. La mente abierta, flexible, analítica y de síntesis con capacidad de diálogo y de aceptación, fácilmente tiende al reconocimiento de los demás, y de sus problemas, al reconocimiento del valor de la negociación y de la solución de problemas, y al reconocimiento de su propio potencial de negociación que le concede entre otras cosas:

- Saber aceptar y dar la razón a la contraparte cuando la posee sin escatimarle un solo ápice de la misma.
- Saber tratar y dignificar a la contraparte en el sentido de que le asiste el mismo derecho que a uno en cuanto a defender, exponer sus necesidades y puntos de vista, los cuales son muy respetables.
- Evitar en lo posible no degradar al contrario, ni en la forma, como pueden ser epítetos, sarcasmos, etcétera, ni en el fondo como puede ser el engañar, el fraude o la manipulación mal intencionada.
- Tratar por todos los medios comprender tanto al contrario, como el problema y la posición de uno de tal manera de manejar la negociación de manera integral, como un todo en la que solamente su buscan buenos resultados y satisfacciones mutuas. Esto solamente se logra con una mente abierta.

Todo lo anterior nos lleva a ganarnos la confianza de la contraparte en base a la percepción que tienen de nuestra honradez en nuestras actitudes y comportamiento y en la veracidad de nuestra postura de cara a la negociación, en la cual se deja descubrir la motivación por nuestros intereses en función de los intereses de los otros tratando de concertar y de no destruir, mediante proposiciones ventajosas para ambos, así como de advertencias de inconvenientes, situación que da un marco de referencia de buena disposición para el manejo de la actividad negociadora, de confianza mutua y de apertura mental, aspectos habilitadores y facilitadores de una buena negociación.

Lo anterior sumado a la habilidad en el discurso y una adecuada exposición de carácter convincente más que de protagonismo, de claridad más que de incertidumbre, de lealtad más que de manipulación, teniendo además cuidado con las promesas en el sentido de no llegar a ser incumplidas por su debilidad argumental, e ilógica sustentación, dan como resultado la obtención de un clima de confianza, apto para el desarrollo de una excelente negociación.

El clima de confianza nos lleva a una situación en que por convicción propia merecemos la fe en nosotros mismos y en los demás.

Es importante realizar un ejercicio de autoevaluación y medir nuestra capacidad de negociación constante ante situaciones de supervisión y análisis constante:

¿Cuál es la imagen que tienen de mí mis colaboradores?

¿Soy o no manipulador, de qué tipo?

¿En quienes confío plenamente?

¿Quiénes confían en mi plenamente?

¿Cómo puedo aumentar la capacidad de negociación y persuasión mía y de mis colaboradores?

HE.4 Toma de decisiones

La toma de decisiones es el proceso mediante el cual se realiza una elección entre las alternativas o formas para resolver diferentes situaciones de la vida, estas se pueden presentar en diferentes contextos: a nivel laboral, familiar, sentimental, empresarial, etc., es decir, en todo momento se toman decisiones, la diferencia entre cada una de estas es el proceso o la forma en la cual se llega a ellas. La toma de decisiones consiste, básicamente, en elegir una alternativa entre las disponibles, a los efectos de resolver un problema actual o potencial, (aún cuando no se evidencie un conflicto latente).

La toma de decisiones a nivel individual es caracterizada por que una persona haga uso de su razonamiento y pensamiento para elegir una decisión a un problema que se le presente en la vida; es decir, si una persona tiene un problema, ésta deberá ser capaz de resolverlo individualmente a través de tomar decisiones con ese especifico motivo. En la toma de decisiones importa la elección de un camino a seguir, por lo que en un estadio anterior deben evaluarse alternativas de acción. Si estas últimas no están presentes, no existirá decisión.

Para tomar una decisión, no importa su naturaleza, es necesario conocer, comprender, analizar un problema, para así poder darle solución; en algunos casos por ser tan simples y cotidianos, este proceso se realiza de forma implícita y se soluciona muy rápidamente, pero existen otros casos en los cuales las consecuencias de una mala o buena elección puede tener repercusiones en la vida y si es en un contexto laboral en el éxito o fracaso de la organización, para los cuales es necesario realizar un proceso más estructurado que puede dar más seguridad e información para resolver el problema. Las decisiones nos atañen a todos ya que gracias a ellas podemos tener una opinión crítica, por eso es una habilidad critica dentro de la capacidad de análisis y negociación en la organización.

HE.5 Trabajo en Equipo y Logro de Objetivos Generales y Operativos de manera efectiva

Básicamente, toda institución está compuesta por un grupo de personas, las cuales, deben trabajar en pro de un objetivo final previamente planificado. Por tanto, surge aquí la clave para que esto se logre con éxito y ello es sin duda, el trabajo en equipo.

Desde esta perspectiva podemos encontrar los siguientes conceptos importantes del trabajo en equipo:

"Número reducido de personas con capacidades complementarias, comprometidas con un propósito, un objetivo de trabajo y un planeamiento comunes y con responsabilidad mutua compartida", según Katzenbach y K. Smith.

"El trabajo en equipo es un conjunto de personas que cooperan para lograr un solo resultado general", según Luis Riquelme Fritz.

"Toda organización es un sólo equipo, donde no existen barreras, divisionismos u objetivos divergentes entre las diferentes áreas, departamentos, secciones o turnos. Por el contrario, la visión de la empresa, su misión y objetivos es el norte de todas las personas, es el elemento aglutinador de esfuerzos para el logro de resultados comunes", según Alfonso Cruz Novoa (Universidad Católica de Chile).

Las características más sobresalientes que podemos encontrar son las siguientes:

- Trabajar en equipo implica integrar a personas con sus diferencias.
- La influencia de un líder debe provocar resultados positivos.
- El objetivo central de la empresa debe representar lo que cada uno de sus integrantes debe y desea alcanzar.
- Sinergia (1+1=3, el todo es más que la suma de sus partes)
- Se enfatiza el conocido lema: "todos para uno y uno para todos."

Así mismo el éxito financiero y operativo de la institución ser vera favorecido e incrementado de acuerdo al alcance y cumplimiento de los siguientes objetivos grupales, los cuales el supervisor como líder positivo debe de interpretar y desarrollar proactivamente en su gestión.

HE5.1. **Planificación**: Si el liderazgo es de tipo participativo, entonces en conjunto delimitarán cuál será el plan de acción para la empresa.

HE5.2. **Organización:** La entidad requiere delimitar qué tareas le corresponden según habilidades a cada cual, los cargos y responsabilidades, es decir, cómo lo van a hacer para lograr los objetivos.

HE5.3. **Dirección**: Es necesario orientar a los recursos del organismo: humanos, financieros, materiales y tecnológicos. Darle un mismo sentido a las metas específicas para alcanzar el objetivo central.

HE5.4. **Control:** Hay que evaluar el rendimiento tanto parcial como global, definiendo de ante mano reglas claras, por lo que el liderazgo juega aquí un papel fundamental.

HE5.5. **Objetivos claros:** Para llevar a cabo de mejor forma los cuatro requisitos anteriores, es preciso poner bien en claro los objetivos a seguir.

HE5.6. **Intercambiar conocimientos y destrezas:** Al trabajar con recursos humanos, tal como se planteó antes, resulta obvio encontrar diferencias entre ellos y desde luego, cada uno debe dar a conocer sus habilidades, entregar un aporte para que el trabajo en equipo prospere. En síntesis, se torna pertinente destacar la colaboración entre todos.

HE5.7. **Comunicación:** El poder tener una buena comunicación es la clave del entendimiento, pues por ejemplo, si tenemos algún problema con un colega lo conversamos a fin de resolver la disputa; si nos surge una duda en cuanto al desempeño de cierta función, entonces lo consultamos a quien es debido, en definitiva, es importante que fluya una información fidedigna y útil.

HE5.8. **Confianza recíproca:** Si de trabajar en equipo se trata, la confianza mutua es sumamente relevante en el sentido de tener que compartir en muchas ocasiones: información confidencial, dinero o delegar en otro alguna tarea que requiere de un alto grado de responsabilidad.

HE5.9. **Comprensión:** Siempre surgirán diferencias en las maneras de pensar y actuar, por ende, la tolerancia, el comprender que todos somos distintos, hará que el equipo perdure por más tiempo.

HE5.10. **Complementación:** Al trabajar en equipo dentro de una determinada empresa, nos estamos refiriendo a un macro equipo (por llamarlo de alguna forma), es lógico que surjan equipos pequeños con el propósito de complementarse. Por ejemplo. habrá un departamento de sistemas en donde todos manejarán de forma más erudita todo lo relativo a la computación. Ahora bien, si el rubro de la organización es de fabricación y distribución de softwares, dicho departamento tendrá que complementar sus operaciones con el departamento de despachos.

HE5.11. **Compromiso:** Es común hablar de "ponerse la camiseta", dicho muy apropiado cuando hablamos de trabajo en equipo, pues la idea es que el conjunto de personas que trabajan por un fin, se sienta parte de él, como si fuera algo propio.

HE5.12. **Creatividad:** Sobre todo cuando existe limitación en los recursos, se requiere bastante creatividad. Por ejemplo, vamos a considerar que tenemos una pequeña empresa, estamos recién comenzando y hay muchos papeles que ordenar, pero por lo pronto pocos archivadores, la idea es perforarlos y acudir a las antiguas técnicas de amarrar la documentación aprovechando los orificios del papeleo.

HE5.13. **Optimismo:** Muchos quizás con la situación presentada a priori (falta de archivadores), sientan que la empresa no va a prosperar, pues los recursos son demasiados limitados. El punto es apoyarse mutuamente, no desmotivarse, seguir adelante, ser perseverante ante todo.

HE5.14. **Voluntad:** El ser humano por su esencia hay ocasiones en que no desea hacer nada, ya sea, por holgazanería, problemas emocionales, no siente motivación por parte de sus superiores, entre otros factores. Sin embargo, de alguna manera debemos conseguir la fuerza para cumplir con nuestro trabajo, se trata simplemente de tener voluntad para hacerlo.

HE5.15. **Eficiencia mas que eficacia:** Tal como se mencionó en alguna de las unidades de Liderazgo, eficacia sólo contempla lograr los objetivos, mientras que eficiencia, conlleva a alcanzarlos de igual forma, pero en menos tiempo y con menos recursos.

HE5.16. **Crear un clima agradable:** El clima involucra tanto aspectos físicos como psicológicos, es decir, en lo físico importa el entorno en donde se labora, que sea confortable, con buena iluminación, calefacción y/o ventilación según corresponda, que se cuente con los utensilios necesarios, ya sea, de oficina o herramientas y maquinarias, dependiendo de la función a desempeñar. En definitiva, no se trata de exigir lujos ni elementos suntuarios, pero si contar con lo básico para hacer del ambiente de trabajo, un lugar grato y propicio para laborar.

En lo psicológico, se retoman aspectos analizados como son: la colaboración, tolerancia, comunicación, confianza, comprensión, voluntad, optimismo, complementación y compromiso, ya que, si todo se da de la manera correcta, las buenas relaciones interpersonales harán de nuestro bienestar mental, resultados positivos para la empresa

A. **Principios para la dirección de personas**

A.1 Conocimientos y Habilidades para la dirección de personas**.**

A.1.1. Para la dirigir personas se requieren **CONOCIMIENTOS Y HABILIDADES** muy particulares que permitan el buen desempeño de las los ejecutivos que tienen y trabajan con un equipo a su cargo.

A.1.2. No es una tarea fácil dirigir a otros, aspectos como la comunicación efectiva, la motivación y la interacción con otros son elementos primordiales para dirigir personas. Del buen manejo de estos elementos depende el éxito o el fracaso de un director.

A.1.3. Como llevar a cabo la responsabilidad de un grupo pocas veces se enseña; las personas llegan a un puesto de supervisión, jefatura, gerencia o de repente se ven rodeadas de reportes directos y literalmente no saben como asumir su nueva función. Es posible que tengan la capacidad, la inteligencia y el deseo, pero carecen de la habilidad especial de la dirección de personas.

A continuación presentamos 8 acciones que siempre están presentes en cualquier práctica de dirección.

1. Eleve la autoestima del personal.
2. Centrar la atención en el problema y no en la persona.
3. Expresar su propia reacción o sentimiento.
4. Escuchar activamente los puntos de vista de otros.
5. Ofrecer retroinformación
6. Negociar acuerdos factibles.
7. Reforzar positivamente.
8. Establecer seguimiento de los acuerdos.

A.2. Eleve la autoestima del personal

A2.1. Cuando se es un director, no se puede ignorar la importancia de la autoestima, lesionarla produce indudablemente un comportamiento negativo y por ende una baja en el rendimiento.

A2.2. Un principio de las buenas relaciones humanas es el **respeto y la dignidad,** y si la función mas importante como líder es trabajar con otros colaboradores y hacerlos crecer, lo primero es empezar a desarrollar la autoestima de los colaboradores.

A2.3. Elevar la autoestima genera confianza en si misma.

A2.4. No dude de la capacidad de las personas, esto es esencial, no se debe desacreditar mucho menos ignorar.

Ejemplo.

Colaborador: Ya están listos y revisados los estados financieros al corte de este mes.

Director: ¿Pero no has tomado en cuenta las nuevas fechas de corte? ¿Qué es lo que tengo que hacer para que pongas atención?

Es claro que esta es una respuesta que no logra elevar la autoestima, lo que hace es sentir al colaborador incompetente.

Director: ¡ah! Muy bien, ya es un buen avance, solo toma nota que el calendario de cierre mensual fiscal cambió, y el corte de este mes es…. Te sugiero revises el nuevo calendario.

Esta respuesta no hace menos al colaborador, fomenta su autoestima invitándolo a mejorar.

A.3. Centre la atención en el problema y no en la persona.

A3.1. Evite solucionar un problema atacando a la persona y no comunicar explícitamente el problema a la conducta a cambiar.

A3.2. Evite ser ambiguo y agresivo a la hora de comunicar un problema. Ejemplo ¨Tu reporte esta muy mal hecho¨ , es muy general y no se comunica lo que se desea.

A3.3. Fíjese en el problema de desempeño de forma concreta y clara y no en la actitud o personalidad. Esto ofrece un intercambio tangible en la comunicación.

Ejemplo.

Director: Pedro, hace un tiempo tu actitud era buena, sin embargo de un tiempo hacia acá, pero ahora es intolerable, necesito que cambies.

En este caso el director es subjetivo, solo se ataca a la persona y no se es claro con el problema, en cambio.

Director: Pedro, el primer mes llegaste siempre a tiempo, eras muy puntual sin embargo en la última semana has llegado tarde en tres ocasiones de forma injustificada, Me gustaría saber que esta pasando.

La observación es concreta, no ataca la personalidad del colaborador.

A.4. Exprese su propia reacción o sentimiento.

A4.1. Comunique su propia reacción o sentimiento, si lo hace así está comunicando con éxito el hecho de que considera que encontrar una solución a un problema es algo importante.

A4.2. Establezca claramente la situación y sus efectos. Céntrese en el problema específico y luego describa sus sentimientos y lo que quiere que se haga de forma directa y clara.

Ejemplo.

Director: Josué, lo vi trabajando en el cielorraso sin casco, esto le pudo causar un accidente grave pues hay clavos que se le pueden incrustar en ella, esto no es solo riesgos para su salud si no para la empresa. En adelante, quiero que use su casco de protección para su protección y de la empresa.

A.5. Escuche activamente los puntos de vista de otros.

Escuchar activamente es la base de una buena comunicación entre el directivo y colaboradores.

A5.1. Las personas se sienten bien si se les escucha con atención, esto facilita las buenas relaciones y en las situaciones de enojo o enfado, se reducen las reacciones negativas y promueve los canales adecuados para generar así una conducta motivada.

A5.2. Entienda los que siente el colaborador y lo que significa su mensaje, escuche las ideas principales, verifique el mensaje con su propias palabras y no lo mezcle con su propia opinión, ni de consejos o evalúe a la persona.

Ejemplo.

Colaborador: Estoy harto de este trabajo, todo los días es a escuchar quejas y quejas de clientes y lo peor que son por culpa de otros departamentos. Director: Dejá de quejarte, así es siempre el trabajo, no se puede hacer nada.
Esta respuesta no se identifica con el mensaje el colaborador, no hubo escucha activa.
Director: Te comprendo, el trabajo en el call center ha estado muy pesado últimamente principalmente por los problemas suscitados principalmente por lo de la implementación del nuevo CRM, y te has de sentir frustrado porque los problemas no acaban.

Respuesta que refleja con claridad el mensaje del colaborador, invita al diálogo para buscar una conducta positiva.

A.6. De retroinformación de forma oportuna

A6.1. Fomenta la autoestima

A6.2. Su ausencia genera tensión, confusión, los colaboradores se pueden setir desorientados.

A6.3. Debe ser específica, refiriéndose a hechos tangibles y no a supuestos.

A continuación, se citan algunas características de una correcta retroinformación.

- Descriptiva y no evaluativa.
- Específica
- Dada en el momento más propicio.
- Solicitada no impuesta.
- Expresada con claridad.

Ejemplo.

Colaborador: jefe, en caso de encontrar una falla en la instalación, ¿Qué hago?

Director*:* No te preocupes, yo veré que hago únicamente si quedó bien o no.

Lo anterior es una retroalimentación muy general y poco clara.

Director: Bien, si no te es posible repararla basado en la norma técnica haz un informe detallado según el formulario de auditoría y se lo entregas a Rebeca Murillo quien es responsable del la empresa contratista instaladora.

En este caso es específico y el colaborador seguramente sabrá que hacer en situaciones similares.

A.7. Negocie acuerdos factibles

A7.1. Establezca acuerdo o compromisos claros, específicos y alcanzables el no hacerlo así provocará imprecisiones, desorientación y fomenta la falta de confianza.

A7.2. En los acuerdos de compromisos tome en cuenta la siguientes premisas Quién, cuándo y cómo, y concluya lo que desea obtener, compruebe con su colaborado si lo que comprendió es lo que usted realmente quiso decir.

A7.3. Las metas deben responder a los siguientes cuestionamientos:

La acción a realizar

La acción a modificar

Que sea medible

Fecha de finalización

Ejemplo.

Director: El departamento de Mantenimiento e infraestructura no está funcionando como deseo, hagan algo para que esto cambie…

Eso es un acuerdo impreciso.

Director: Roger y Jhonathan revisando los planes de mantenimiento preventivo de Harware/sofware y de Edificio me encuentro que no se han hecho en los dos últimos meses, necesito que en adelante se hagan de forma puntual para no tener problemas de no conformidades en la auditoría.

Acuerdo concreto y factible.

A.8 Reconozca positivamente

Como director las personas deben saber motivar y una forma es reconocer el desempeño y la conducta deseable de sus reportes.

A8.1. Es normal que los Jefes y Supervisores siempre utilicen el castigo como método para corregir la conducta, pero esta comprobado que la conducta indeseada solo desaparece de forma temporal y por el contrario genera en el colaborador una reacción de miedo, enojo, desinterés y una baja en el desempeño.

A8.2. Por el contrario al castigo, el reconocimiento tiene un efecto duradero; pues al reforzar positivamente el desempeño deseado del colaborador esa conducta sin duda será mas frecuente si no que se convertirá en un habito.

A8.3. Elogie los buenos resultados de forma oportuna.

A8.4. Explique por qué se merecen su aprobación esos resultados.

A8.5. Termine la conversación reafirmando su reconocimiento y apoyo personal en el futuro.

Ejemplo.

Colaborador: Luis, me voy a casa, el cierre de ventas fue muy bueno, le comento que alcanzamos un 15% más de lo proyectado. ¿qué le parece?

Director: ¡Que bien! Asegúrate de dejar todas las luces apagadas y que todos los tubos cerrados para evitar desperdicio.

Esto es un Refuerzo erróneo, no hay motivación para el colaborador por el contrario puede causar enojo al colaborador.

Director: ¡Que bien Miguel! Estoy muy contento con tu trabajo y los resultados son excelentes, además he notado que tu Unidad está incrementando las ventas de forma exponencial gracias al excelente entrenamiento que les distes, si seguimos así muy pronto seremos la mejor Unidad de ventas Regional por vendedor.

Esto es un refuerzo positivo, generará motivación en el colaborador.

A.9. Programe seguimiento a los compromisos.

A.9.1. Es imposible tener en éxito en la práctica directiva si no hay revisión periódica de los acuerdos. Es la única forma de garantizar los resultados deseados.

A.9.2. Esto genera tanto compromiso por parte del colaborador, así como del director.

A.9.3. Permiten el análisis de avances en el cumplimiento de objetivos, detectar mejoras y que nuevo rumbo serpa necesario tomar, es con el seguimiento que se pueden anticipar cambios.

Sea un guía que provee dirección y no un controlador extremo, su función no es la de un jefe tradicional que solo supervisa para que se cumplan las tareas, usted debe ser un coach que desarrolla a las personas para que ellas por si solas adquieran capacidad y desarrollo.

Ejemplo.

***Director**:* Angie, todo esta claro, ¿cierto? Si tengo tiempo veré si nos reunimos la próxima semana para ver cómo te va.

Esto no establece ningún seguimiento ni control. Sugiere que la tarea no tiene importancia.

***Director**:* ¿Angie, si no tienes dudas o comentarios que le si establecemos fechas de revisión y avances de las metas? ¡Considero que esta tarea cumplimos en un mes!

Necesitamos reunirnos una vez por semana para analizar avances y desviaciones, al tiempo que deberías entregarme un reporte escrito ejecutivo por semana, ¿Qué te parece?

Note que aquí se establece claramente el seguimiento y control que se pretende llegar y se involucra al colaborador para que conjuntamente lleguen a un acuerdo.

Hemos visto hasta aquí los conocimientos y habilidades que requiere un director de personas

Original Text in English:

tyco

3G4000W 3G (HSPA) WIRELESS ALARM COMMUNICATOR INSTALLATION MANUAL 5.0

Safety

This manual contains information on limitations regarding product use and function and information on the limitations as to liability of the manufacturer. Read the manual carefully before you use the product.

Important: The equipment is fixed, wall-mounted and must be installed in the position that is specified in these instructions. The equipment enclosure must be fully assembled and closed, with all the necessary screws or tabs and secured to a wall before operation. Internal wiring must be routed in a manner that prevents:

- Excessive strain on the wire and on terminal connections
- Loosening of terminal connections
- Damage of conductor insulation

WARNING: Never install this equipment during a lightning storm!

Follow these guidelines when using this equipment:

- The end user must not service this product. Opening or removing covers may expose the user to dangerous voltages or other risks. Any servicing is to be referred to trained service persons only.
- Use authorized accessories only with this equipment.

WARNING: Do not dispose of the battery in fire or water. Disposing of the battery in a fire will cause rupture and explosion. Do not dispose of the waste battery as unsorted municipal waste. Consult your local regulations and /or laws regarding recycling with regard to this NiMH battery pack. Doing so will help protect the environment. Some of the materials that are found within the battery could become toxic if not disposed of properly and may affect the environment.

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Introduction

The 3G4000W is a wireless communicator that sends alarm system information to a SurGard SG-System I-IP, II, III, IV or 5 Receiver through a 3G (HSPA) or 2G (GPRS) wireless network. This wireless communicator can be used with UL/ULC Listed compatible control units, as indicated in the manufacturer's installation instructions.

ⓘ **Note:** The 3G4000W is designed to work with the Contact ID communication format as described in the SIA DC-05 Standard and the SIA DC-03 standard for 300 baud. Before completing the field installation of the alarm monitoring system, ensure that communication with the supervising central station is successful by sending several events and getting confirmation that they have been received.

Features

- Compatible with 4-digit or 10-digit Contact ID communication format as described in SIA DC-05 Standard and the SIA DC-03 standard for 300 baud. Examples of suitable compatible alarm panels include DSC Models: PC1864, PC1832, PC1616, PC4020, HS3032, HS3128, HS3248, HS2016, HS2032, HS2064, HS2128.
- Simulates landline
- Switches automatically to the 3G (HSPA) or 2G (GPRS) network in the event of landline trouble. For example, if the landline is down.
- Wireless signal strength indicator
- Programmable output
- Case and wall tamper
- Landline overvoltage protection
- Quad-Band GSM/EDGE radio
- Programmable inputs
- 3G (HSPA) or 2G (GPRS) Internet communication with SurGard SG-System I-IP / II / III / IV / 5
- Panel transmission monitoring for up to four phone numbers
- Local or remote firmware upgrade
- DLS support for status, firmware updates, and event history retrieval
- Advanced carrier selection
- Panel format detection
- Remote diagnostics

Technical specifications

The input voltage to the 3G4000W can be drawn from the UL/ULC Listed control panel or provided by an external UL/ULC Listed power supply (with battery back-up) rated for the application (external power-limited source).

Description

This equipment (3G4000W) is fixed and is to be installed by Service Persons only (Service Person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task, and of measures available to minimize the risks to that person or other persons). It is to be installed and used within an environment that provides the pollution degree max 2, over voltages category II, in non-hazardous, indoor locations only. This manual is to be used with the Installation Manual of the relevant alarm control panel. All instructions specified within that manual must be observed.

This 3G4000W manages transmissions to a central station and can simulate the landline in the event of trouble (e.g., landline down) or even substitute the landline completely in areas where the 3G or 2G wireless service is provided and a landline is not available. The 3G4000W can communicate alarm signals using the cellular data network. This capability ensures a fast, reliable path to central stations equipped with a SurGard SG-System I-IP / II / III / IV / 5 Receiver. By connecting a 3G4000W to a control panel's standard PSTN interface, telephone based Contact ID or SIA signals are decoded and seamlessly routed through the cellular network to any of the compatible receiver options.

Performance

The performance of the 3G4000W depends greatly on wireless network coverage. Therefore, it is not to be permanently mounted without first performing placement tests to determine the best location for reception. The minimum status LED indication for signal strength is one green or yellow LED being on. Activate the SIM card prior to performing a placement test to ensure results are specific to the home network determined by the SIM card.

Optional antenna extension kits – LTE-15/25/50ANT (15ft/4.6m, 25ft/7.6m or 50ft/15.2m) – are available.

Power the 3G4000W using a compatible listed control unit or compatible listed power supply that complies with the specified ratings. The power supply is to be listed for burglary applications and provide a minimum of 4 hours standby power capabilities. An example of a suitable listed compatible control unit is the DSC Model PC1864 with an AUX output rated 11.1 - 12.6VDC. An example of a suitable, listed power supply is DSC Model PC5204 with an AUX output rated 11.6 - 12.6VDC.

Installing the 3G4000W

To install the 3G4000W, complete the following procedures:

1. Activating the SIM card.
2. Creating a new account within the downloading software.
3. Initializing the receiver.
4. Mounting the 3G4000W.

Activating the SIM card

The 3G4000W cellular alarm communicator requires a data only SIM card in 3FF Micro size. Activate the SIM card with an appropriate data and billing plan prior to installing the communicator.

To activate the SIM card, ensure you have the best signal strength by completing the following steps:

1. Remove the front cover by inserting a screwdriver into each of the slots at the bottom of the enclosure and pushing down.

2. Apply power (DC and/or battery).

   - If the signal strength is adequate, the SIM card activates. The red LED is on solid, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4000W is registered to the cellular network. If the signal strength is too low or the bottom signal LED is off or flashing, the 3G4000W scans for carriers with sufficient signal strength. For more information, see Carrier scanning due to insufficient signal strength.

   - If the signal strength is too low, the SIM Card does not activate. The red LED flashes, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4000W is unable to register to the cellular network because it is inactive. The signal strength indicated is from any nearby cell tower, including cellular towers belonging to non-roaming partners, and does not necessarily reflect the signal strength of the intended network. The 3G4000W remains in this state until the SIM activates.

   After successfully registering on the 2G or 3G cellular network, the 3G4000W indicates signal strength. When the 3G4000W connects to a carrier with sufficient signal strength, the minimum of bottom signal strength LED is on solid to indicate that the SIM card is activated.

3. After the SIM card activates, the 3G4000W prompts you to create an account within the DLS software. For more information, see Creating a new account within the DLS software.

Carrier scanning due to insufficient signal strength

The 3G4000W scans the surrounding cellular network and connects to the carrier. When this action is being performed, all four LEDs activate to show a scanning sequence. The LEDs cycle from top to bottom and then bottom to top. This cycle continues until the 3G4000W is connected to a carrier with sufficient signal strength. This process can take several minutes. The carrier scanning sequence repeats until complete.

Creating a new account within the DLS software

To create a new account within the downloading software:

1. Open the downloading software.
2. On the DLS software start page, click **New Account**.
3. Enter a name for the account.
4. From the **Panel Type** list, select **3G4000W V5.0**.
5. Select **SMS** as the connection type.
6. Enter the phone number of the SIM card.

7. **Optional:**Use the account template feature to quickly load cellular APN, log on and password information for the SIM card, and receiver IPs and Ports so that you do not have to enter this data manually for each installation. For more information on templates, search for **Template Maintenance** in the DLS **Help** menu.

8. Remove the cover to the enclosure.

9. Connect a 4 PIN PC-Link adaptor and cable to the PCLINK header on the 3G4000W circuit board.

Initializing the receiver

To begin with, the red LED and the blue LED are both solid and the signal strength LEDs are off.

When the 3G4000W sends a request to communicate with the receiver, the top signal strength LED begins flashing.

When the central station communicates back with the 3G4000W, the top signal strength LED turns on solid.

When the 3G4000W sends a request to communicate with the next receiver, if programmed, the bottom signal strength LED begins flashing.

When a signal is received from the central station, the bottom signal strength LED turns on solid.

If at least one receiver could not be initialized, the signal strength LED corresponding to that receiver turns off.

Mounting the 3G4000W

Before you begin: If using a 3G4000W trim plate, snap the 3G4000W back plate onto the trim plate before mounting to the wall. If flush mounting or using with an extension antenna, remove the provided breakaway from the trim plate prior to mounting.

1. Using the mounting holes on the 3G4000W backplate, mark the four screw locations.

ⓘ **Note:** Check for cable conduits and water pipes before drilling.

2. Drill the anchor screw holes.

3. Inspect the mounting surface. Ensure that the surface is flat and can hold the wall tamper closed when mounted.

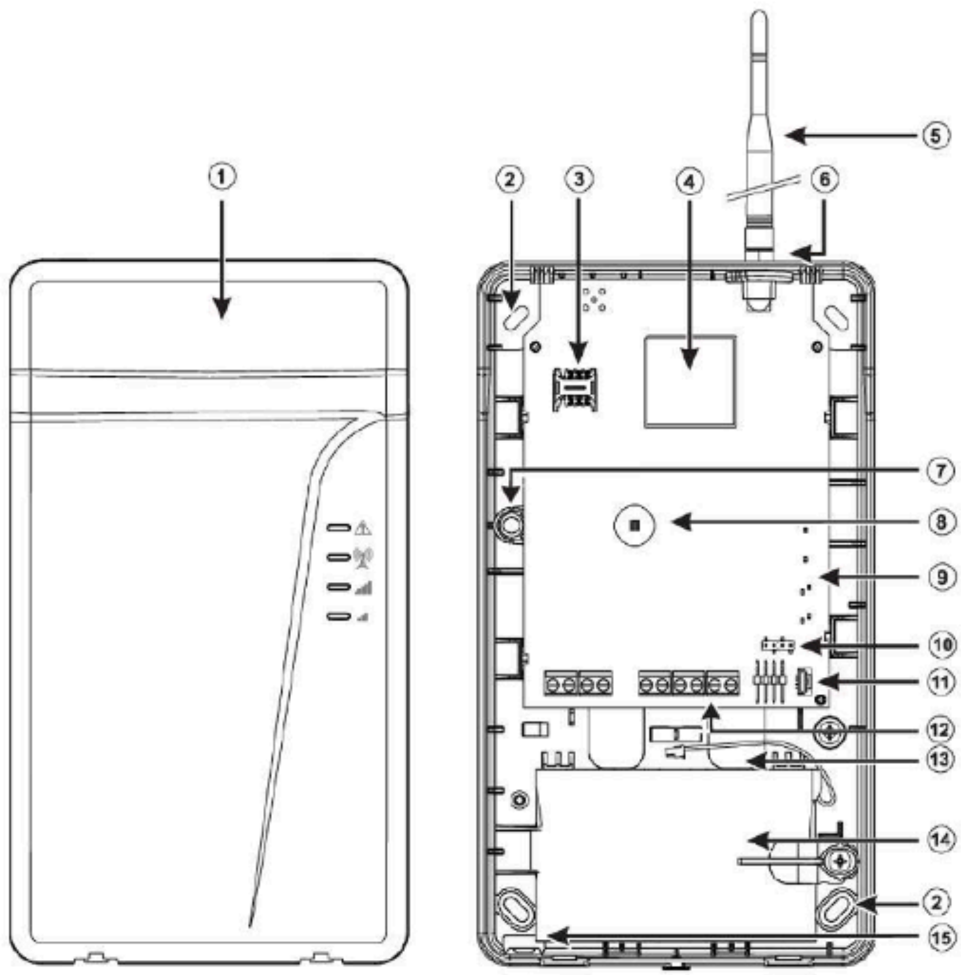
4. Mount the enclosure to the wall using anchor screws. Anchor screws are not provided with the 3G4000W. If the tamper cannot be secured it can be disabled using a programmable option. For more information, see the wall tamper section [140] - [13] in the setup and troubleshooting guide.

5. Run the cables through the cable entry, [13] in Figure 1, or through the cabinet cable run knockout, [15] in Figure 1. See Identifying the parts of the 3G4000W communicator.

6. Complete the connections on the terminal blocks, [12] in Figure 1. See Identifying the parts of the 3G4000W communicator.

7. Reattach the front cover securely to the enclosure.

Identifying the parts of the 3G4000W communicator



Operating Principles

Simulated landline mode

The simulated landline provides the alarm control panel with a back-up if there is PSTN line trouble. Depending on the device that connects to the T1/R1 terminals, if the voltage on the TIP/RNG landline terminals drop below 2.8V for a period of between 10 and 45 seconds, the 3G4000W switches the connected telephone device to the wireless network. After 30 to 40 seconds, the system checks the landline for one of the following conditions:

- Landline restored: If the landline is restored, the 3G4000W switches the connected device back to the landline.
- Landline not restored: If the landline is not restored, the 3G4000W continues the simulation until the landline is restored

  ⓘ **Note:** The 3G4000W does not switch the connected telephone device to the wireless network during ongoing calls.

When the landline is down, the 3G4000W provides a dial tone to any device that is connected to the T1 and R1 terminals. This includes any phones on the premises. The phones on the premises cannot dial out over the 3G4000W.

Panel transmission monitoring

The 3G4000W uses panel transmission monitoring (PTM) to monitor the panel's attempts to communicate with the central station. If the panel cannot communicate over the landline, the 3G4000W switches to the wireless network.

ⓘ **Note:** PTM is an addition to the regular line voltage detection, and is active only when you configure the 3G4000W as a back-up communicator.

The 3G4000W monitors the phone line for four consecutive failed attempts within a 12 minute timeframe. The dialed panel phone number must include five or more digits for the 3G4000W to detect the dialing attempt. The system assumes that a failed dialing attempt occurs if a line seizure takes place when dialing on the alarm panel or on a customer phone, and no 1499 Hz tone (Contact ID kissoff) or 2025 tone Hz tone (SIA kissoff) is received from the receiver.

After the conditions for a failed attempt are met, the 3G4000W connects the panel to the wireless network to communicate the events. When the 3G4000W switches the line, it stays in this mode until the panel has successfully communicated its events. If the panel communications are unsuccessful and the panel has hung up, the 3G4000W exits takeover mode after 3 minutes.

On the next event, the 3G4000W restarts the error detection sequence before switching. The 3G4000W performs this sequence on any phone number that it detects on the line.

If necessarry, you can programme specific central station phone numbers into the 3G4000W. The phone number programmed in the 3G4000W must exactly match the number dialed by the panel. You can also programme the 3G4000W to look for a Contact ID or SIA kissoff after the system dials these numbers. A telephone line monitoring trouble also activates when the PTM activates. At the send of the call, the system sends a restoral.

Wireless communication sequence

When an alarm or other signal is triggered, the control panel goes off-hook and the following actions occur:

1. The 3G4000W asserts a dial tone.

2. The control panel dials the number of the central station.

   ⓘ **Note:** Ensure that the alarm panel inserts a minimum one second pause, or that the dial tone search feature is active before the control panel dials the number of the central station. For more information, see checking for a delay in the alarm panel. The panel also checks for a dial tone. For more information, see checking for a dial tone.

3. The 3G4000W detects the DTMF dialing and stops the dial tone.

   ⓘ **Note:** The 3G4000W cannot decode pulse dialing and does not support pulse communication formats.

Checking for a delay in the alarm panel

About this task: To check that the alarm panel has a minimum one second pause in the dialed phone, complete the following step:

- In the control panel's **Phone Number Programming** section, enter `hex E` and then enter the dialed phone number. For more information on the **Phone Number Programming** section and to ensure that a delay is present in the alarm panel, refer to the control panel's *Installation Manual*.

Checking for a dial tone

About this task: To check for a dial tone on the control panel, complete the following step:

- In the control panel's **Phone Number Programming** section, enter `hex D` and then enter the dialed phone number. For more information on the **Phone Number Programming** section, refer to the control panel's *Installation Manual*.

Contact ID format

About this task:
If the panel is programmed for Contact ID format, the system completes the following steps:

1. The 3G4000W sends the required Contact ID dual-tone handshake to the panel.
2. After the control panel receives the handshake, the panel transmits an alarm message in Contact ID format.
3. The 3G4000W decodes and transforms the Contact ID digits into an IP packet and sends it to the central station receiver over the cellular network.
4. The central station receiver acknowledges the alarm and sends a command to the 3G4000W to generate the corresponding 1400 Hz kissoff signal for a minimum of 800 msec.
5. After the 3G4000W generates a kissoff signal, the system completes one of the following steps:
   - Sends the next alarm
   - If no more alarms need to be sent, the control panel goes on-hook.

SIA format

About this task:
If the panel is programmed for SIA format, the system completes the following steps:

1. The 3G4000W sends the required SIA handshake to the panel.
2. After the control panel receives the handshake, the panel transmits an alarm message in the SIA format.
3. The 3G4000W decodes and transforms the SIA events into an IP packet that it sends to the central station receiver over the cellular network.
4. The central station receiver acknowledges the alarm and sends a command to the 3G4000W to generate the corresponding 2025 Hz kissoff signal for a minimum of 1 second.
5. After the 3G4000W generates a kissoff signal, the system completes one of the following steps:
   - Sends the next alarm.
   - If no more alarms need to be sent, the control panels goes on-hook.

ⓘ **Note:** The 3G4000W automatically adjusts the order of the handshakes based on the last format that the control panel uses to transmit an event.

3G4000W inputs

The 3G4000W can use two inputs to trigger specific communications. These events transmit using Contact ID or SIA formats with input 2. By default, the inputs are Normally Open (NO) and activate when the system detects a short condition between the terminal and the COM. You can configure the inputs in the following ways:

- Normally Open (NO)
- Normally Closed (NC)
- To support a single end of line 5.6k ohm resistor.

For more information, see the 3G4000W wiring diagram (Figure 2).

3G4000W outputs

The 3G4000W can use two programmable outputs to activate in response to the associated events. For more information, see the 3G4000W wiring diagram (Figure 2).

Activating the outputs

About this task: The 3G4000W has two open collector outputs capable of a maximum of 50 mA. Internal events on the 3G4000W can trigger the output to turn on an LED or activate an input on the host panel. You can also configure the outputs to activate for a programmable duration.

1. Connect a programmable output to the control panel as Figure 4 illustrates.
2. Define the control panel input zone or point as 24 hr Supervisory with a keypad-only notification when activated. Local keypads sound when the 3G4000W detects a trouble condition.

Output 1

Output 1 is normally low and switches to high when the system detects one of the following conditions:

- Wireless network trouble
- Failure to communicate trouble (FTC)
- Insufficient signal strenght or radio
- SIM trouble

The output switches back to low when all the trouble conditions are restored.

Output 2

By default Output 2 is not active. The system uses Output 2 for general use and you can configure it to activate for a number of trouble conditions.

Swinger shutdown

The swinger shutdown feature protects against runaway signals to the central station by limiting certain trouble or alarm events to a maximum of three reports every 24 hours. The system restores the condition at midnight and may report the signals again. The swinger shutdown feature limits the number of events that the system logs to the cummunicator's event history. The event history also creates a log entry when the swinger shutdown feature occurs or clears for each event.

You can apply the swinger shutdown feature to the following conditions:

- System tamper and restore
- Battery trouble and restore
- PSTN line down and restore
- Input power trouble and restore
- FTC restore
- Zone input alarm and restore

Hardware default

The hardware default feature erases any programme information and restores the product to the default settings. After the system performs a hardware default, you must reprogramme the system using the DLS software. The DLS software fully programs all the options that the product contains.

ⓘ **Note:** The hardware default feature is optional for the 3G4000W.

You can perform a hardware default in the following circumstances:

- Replacing a SIM card
- Moving an installed 3G4000W communicator to a different location or site
- Reprogramming an incorrectly programmed 3G4000W communicator

Performing a hardware default

About this task: To perform a hardware default, complete the following steps:

1. Turn off the power to the 3G4000W communicator.
2. **Optional:**If the 3G4000W communicator uses the backup battery, disconnect it before proceeding to Step 3.
3. Connect the Zone 2 terminal and the PGM2 terminal using a wire.
4. Reconnect the backup battery if included and apply DC power to 12V terminals.
5. Wait for 20 seconds, and then turn off the power.
6. Remove or disconnect the wire between Zone 2 and the PGM 2 terminal.

SMS command and control

You can use the SMS command and control feature to send SMS text messages to the 3G4000W to control a limited number of panel commands. The SMS command and control feature supports the following commands:

- Arming the security panel
- Disarming the security panel
- Activating programmable outputs
- Deactivating programmable outputs
- Status request
- Help

A user sends a text message that contains the command and an access code to the 3G4000W SIM phone number. The communicator then sends an SMS message back to the user's phone that indicates if the function is successful or unsuccessful.

ⓘ **Note:** To use the SMS command and control feature, you must programme the 3G4000W with the user's mobile phone number. You can add up to six different user mobile phone numbers. For more information on programming mobile phone numbers, see sections [332] - [337] in the Communicator options tab.

The SMS command and control feature supports the following languages:

- English
- French
- Spanish

ⓘ **Note:** The messages are not case-sensitive.

Arming the security panel using the SMS command and control feature

About this task:
To arm the security panel using the SMS command and control feature, complete the following steps:

1. Ensure that the control panel meets the following conditions:

   - The control panel supports a zone input that is programmed as a keyswitch zone type, or programmed with a similar function.

   - The zone input connects to one of the programmable outputs on the 3G4000W.

2. Use a mobile phone to send an SMS text message to the panel. Enter `arm` and your user code. For example, `arm 1234`.

   The 3G4000W communicator responds by sending a message to the end user's mobile phone that states `Function Successful` or `Function Unsuccessful`.

Disarming the security panel using the SMS command and control feature

About this task:
To disarm the security panel using the SMS command and control feature, complete the following steps:

1. Ensure that the control panel meets the following conditions:

   - The control panel supports a zone input that is programmed as a keyswitch zone type, or programmed with a similar function.

   - The zone input connects to one of the programmable outputs on the 3G4000W.

2. Use a mobile phone to send an SMS text message to the panel. Enter `disarm` and your user code. For example, `disarm 1234`.

   The 3G4000W communicator responds by sending a message to the end user's mobile phone that states `Function Successful` or `Function Unsuccessful`.

Activating a programmable output using the SMS command and control feature

About this task:
The 3G4000W supports two outputs that you can connect to the input of many different products. These outputs can remotely activate a variety of functions, such as a door strike or a light. To activate a programmable output, complete the followings steps:

1. Ensure that the control panel meets the following conditions:

   - The control panel supports a zone input that is programmed as a keyswitch zone type, or programmed with a similar function.

   - The zone input connects to one of the programmable outputs on the 3G4000W.

2. Use a mobile phone to send an SMS text message to the panel. Enter `activate`, the output number and your user code. For example, `activate 1 1234`.

   The 3G4000W responds by sending an SMS message to the end user's mobile phone that states `Function Successful` or `Function Unsuccessful`.

Deactivating a programmable output using the SMS command and control feature

About this task:
To deactive a programmable output, complete the following steps:

1. Ensure that the control panel meets the following conditions:

   - The control panel supports a zone input that is programmed as a keyswitch zone type, or programmed with a similar function.

   - The zone input connects to one of the programmable outputs on the 3G4000W.

2. Use a mobile phone to send an SMS text message to the panel. Enter `deactivate`, the output number and your user code. For example, `deactivate 1 1234`.

   The 3G4000W responds by sending an SMS message to the end user's mobile phone that states `Function Successful` or `Function Unsuccessful`.

Requesting a status request using the SMS command and control feature

About this task:
To request a status request, complete the following steps:

1. Ensure that the 3G4000W meets the following requirements:
   - Designate a zone input as a panel arm state. For more information, see the control panel's *Reference Manual*.
   - The zone input connects to an output on the security panel that follows the system's armed status.

ⓘ **Note:** The output indicates the current status of the defined 3G4000W zone input and represents the arm or disarm status of the system.

2. Use a mobile phone to send an SMS text message to the panel. Enter `status request` and your user code. For example, `status request 1234`.

   The 3G4000W responds by sending an SMS message to the end user's mobile phone that states that the system is `Armed` or `Disarmed`.

Requesting help using the SMS command and control feature

About this task:
You can request help if you do not know what SMS commands to send to perform various functions. To request help, complete the following step:

1. Use a mobile phone to send an SMS text message to the panel. Enter `help`. For example, `help`.

ⓘ **Note:** You do not need to include an access code in the SMS text message.

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

The references to the 3G4000W throughout this manual are applicable to the following model number: 3G4000W.

NIST Validation of encryption algorithm AES128 certificate No. 3091.