# RingCentral Localization Style Guide

# Italian

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# Style Guide History

| Published date | Version | Changes | Author |
|---|---|---|---|
| August 06, 2015 | 0 | Localization Style Guide Template Creation | Language Expert |
| August 19th, 2016 | 1.0 | Localization Style Guide Adaptation for Italian | ITA linguist |
| June 20, 2017 | 2.0 | Updates, edits and corrections in various sections | ITA linguist |
| July 26, 2021 | 3.0 | Spacing around tags<br><br>Product names official translations | ITIT Linguist |
|  |  |  |  |

## *What's New?*

Last Updated:

*(This section will contain detailed update changes for further versions.)*

# General Overview

The purpose of this Localization Style Guide for RingCentral is to set basic style, grammar, punctuation and terminology guidelines to ensure top language quality content in Italian.

In general, your main goal as a translator is to produce the most natural-sounding translation. It is important you capture RingCentral content's intended meaning and transfer it into natural language that is best suited to a wide Italian-speaking audience. Avoid literal transposition of the English syntax in Italian: most of the times, sentences need to be rewritten with an adapted syntax. Try to balance faithfulness to the source and readability in the target language.

As a rule, please use a clear and precise style. The translation should be easily understood and should not read like a translation. Put yourself in the reader's place, and determine whether the output is clear and fluent, as well as consistent and accurate.

Avoid heaviness, ambiguities, repetitions and Anglicism. Also, avoid enriching the text excessively.

> **Important**: *If any of the topics developed in this style guide conflict with RingCentral approved terminology lists, instructions or reference material provided, the client's specific instructions should take precedence over this document.*

## *Style Guide Conventions*

Throughout RingCentral Localization Style Guide, the main subjects will be illustrated with examples (the incorrect translation in red and the correct option in green).

This is the example in source language.

This is the example of the incorrect translation.

This is the example of the correct translation.

# Software Localization

## *Buttons*

Buttons should typically be translated as verbs; generally, the imperative 2nd person singular form (tu) is used. Be concise, avoid using articles or prepositions and go straight to the point. Depending on the project-specific requirements, pay particular attention to possible character/space limitations.

| English | Incorrect translation | Correct translation |
|---|---|---|
| Print | Stampare<br>Stampate | Stampa |
| Open file | Aprite file<br>Aprire file | Apri file |
| Skip | Ignorare<br>Ignorate | Ignora |

## *Names of RingCentral Products, Applications and Features*

In many cases, product/application names are trademarked, thus not localizable: however, it is paramount that before translating any product, application, third party or feature names you check your reference material and linguistic instructions, including terminology lists.

## *Adaptation to Italian Market*

Sometimes you may need to replace English examples by Italian equivalents. The explanation about the use of wildcards is a good example of text in need of localization/adaptation:

> *Two wildcard operators are supported:*
>
> *\* will match any combination of characters*
>
> *? will match any single character*
>
> *For example, searching on '\*ing' will select any knowledge base items that contain 'fishing', 'hunting', 'ring' or 'drinking'. Searching on '?ing' will return knowledge base items containing the word 'ring'.*
>
> *In addition, there is an implicit '\*' added to the end of all keywords so that searching on 'print' will also select 'printer' and 'printing'.*

# Linguistic Overview

## *Style and Tone*

Be precise and clear, consistent and natural. Rephrase sentences that are not clear enough, and rework sentences that sound like a translation. Do not hesitate to break up long English sentences into smaller friendlier parts in order to provide better understanding.

Please use an appropriate style for technical texts and documents:

- **Accurate and concise (exact)**: no ambiguities or mistranslations
- **Clear and coherent (readable)**: target reader should understand the text easily
- **Objective**: neutral, do not insert your own opinion, avoid colloquial or slang words, be always politically correct
- **Correct**: content and numbers should be free of mistakes
- **Idiomatically correct**: use of correct verbs, metaphors, expressions, etc. so that text does not sound like a translation
- **Complete**: do not leave out content (words, phrases, whole paragraphs)
- **Keep an eye on the target reader**: use an appropriate tone

## *Cross-references*

You might encounter cross-references in some technical document.

Cross-references mention other parts of text or other documents, and can be either "internal" or "external":

**Internal Cross-references**

References to chapters, sections, headings or titles within the file or within the document you are translating. (Do not forget that one document might be part of a larger translation kit.)

**External Cross references**

References to titles of other documents that you are not translating or have been already translated in a previous project. In these instances, please check whether this text or document has been localized before, and match the relevant translations, unless otherwise specified by project-specific instructions.

**Tip:** Cross-references shall be referenced consistently throughout your translation as well as throughout all files. Translation of document titles (external cross-reference) might be included in the terminology list or the reference material. If you are unable to retrieve this information, please contact the Project Management team or your Language Lead; if, on the other hand, the document has not been translated before, please leave as in source language.

Cross-references normally include the following standard or similar phrases:

Key phrases for internal cross-references:

- Refer to section […]
- For more information see chapter […] in this document
- See also table […] below.
- See graphic 12.1 "[*title of graphic*]"

Examples of a key phrase for external cross-references:

- o For more information, see user manual "[*title*]" of previous product.
- o See also previously published user guide "[*title*]"

## *Politically Correctness*

### Politeness

While in general English is more informal than Italian, it may sometimes tend to be "over polite". Instructions given to the user often begin with "Please".

Italian does not require the same caution. Do not hesitate to be more direct and use the imperative form to go straight to the point.

| English | Incorrect translations | Correct translation |
|---|---|---|
| Please enter your user name. | Si prega di inserire il nome utente. | Inserisci il nome utente. |

### Gender

Gender is also a sensitive matter as shown in the examples. As far as gender is concerned, Italian usually gives priority to masculine forms, unless differently needed based on a specific context. Try to find neutral forms where possible, though, and avoid male/female stereotypes. Try to find a good balance between bias-free language and fluency.

| English | Incorrect translation | Correct translation |
|---|---|---|
| The service team will contact the customer and inform him/her. | Il team dell'assistenza contatterà il cliente per informarlo/a.<br><br>OR<br><br><br>Il team dell'assistenza contatterà il cliente per informarla. | Il team dell'assistenza contatterà il cliente per informarlo. |

### Passive voice

Whenever possible, avoid the passive voice, which is too formal and wordy, and use the active form, to improve readability. Passive voice is only advised to avoid personalization of "non-human" items such as Software and Products and so on (see 3rd example) and in specific texts like legal and official documents (e.g. privacy policies, terms of a contract, NDAs, etc.).

| English | Incorrect translation | Correct translation |
|---|---|---|
| All details are provided in this topic. | Tutti i dettagli sono forniti in questo capitolo. | Questo capitolo fornisce tutti i dettagli. |
| This white paper highlights some new | Alcune funzionalità nuove sono descritte in | Questo white paper descrive alcune nuove |

| features. | questo white paper. | funzionalità. |
|---|---|---|
| Application Software can't delete this item. | Il software non può eliminare questo elemento. | Questo elemento non può essere eliminato dal software. |

## *Use of Possessives*

Use of possessives is quite common in English. Do not transfer the extensive use of English possessive adjectives to target. When translating them, be aware of the following:

- In some cases, "our" refers to the subject and can be replaced by mentioning the brand name (for instance).
- Simple articles can often replace possessive adjectives.
- If the style to be used is impersonal, the expression "dell'utente" can also be used to avoid possessive usage (see 2nd example).

| English | Incorrect translation | Correct translation |
|---|---|---|
| You can edit *your* files on either *your* computer, or *your* mobile device. | Puoi modificare i tuoi file sia sul tuo computer sia sul tuo dispositivo mobile. | Puoi modificare i file sia dal computer che dal dispositivo mobile. |
| You can edit *your* files on either *your* computer, or *your* mobile device. | Puoi modificare i tuoi file sia sul tuo computer sia sul tuo dispositivo mobile. | È possibile modificare i file sia dal computer che dal dispositivo mobile dell'utente. |

## *Articles*

For the proper use of articles, please refer to standard Italian grammar rules.

Here are some particular cases, involving the use of foreign words:

- il browser / cloud / firewall / download / server / touch screen / webcast / malware / mouse / file system / backup ecc.
- la home page / cache / chat / directory / RAM ecc.

## *Translation of the –ing form*

The –ing form can be translated in different ways, based on context, such as a verb, a noun, an infinitive clause, etc.

You should use the most appropriate option among those suggested in the following table.

| English | Suggestion |
|---|---|
| Our controllers come with a cache protecting your data integrity | I nostri controller sono dotati di una cache per proteggere l'integrità dei dati<br><br>OR<br><br>I nostri controller sono dotati di una cache che protegge l'integrità dei dati |
| These services can assist with implementations from initial site architecture to implementing a complete farm. | Questi servizi possono fornire assistenza con le implementazioni dall'architettura iniziale del sito fino all'implementazione di una farm completa. |
| By accessing this web site, you agree to the terms and conditions (…) | Accedendo a questo sito web, l'utente accetta i termini e le condizioni... |

## *Conciseness*

English sometimes uses additional words to express concepts. Check the context, concentrate on the meaning and render it as clearly as you can.

| English | Incorrect translation | Correct translation |
|---|---|---|
| Your Name, Your Email Address, Your Company Name | Il nome dell'utente, l'indirizzo di posta elettronica dell'utente e il nome dell'azienda dell'utente | Il nome, l'indirizzo di posta elettronica e il nome dell'azienda dell'utente |
| This means you can now… | Questo significa che ora è possibile… | Ora è possibile… |

## *Repetitions*

Besides standard grammar rules, when localizing software or documentation you should consider that repetitions are acceptable in English, but might not in Italian. Do not hesitate to use pronouns or other "tricks" in order to avoid them.

| English | Incorrect translation | Correct translation |
|---|---|---|
| To delete a *file* from your computer, select the *file* from the right pane and click Delete | Per eliminare un file dal computer, selezionare il file dal riquadro a destra e fare clic su Elimina | Per eliminare un file dal computer, selezionarlo nel riquadro a destra e fare clic su Elimina |

## *False friends*

Please be careful with the so-called "false friends" and with literal translations that can have a different meaning from the source. Here are some of the most common examples:

| English | Incorrect translation | Correct translation |
|---|---|---|
| cancel | cancella | annulla |
| variety | varietà | serie/gamma |
| industry | industria | settore |
| forfeit | rimborsare/dare a forfait | andare perso/perdere |
| actual | attuale | effettivo |
| approach | approcciare | avvicinarsi |
| library | libreria | biblioteca |
| process | processare | elaborare |
| actually | attualmente | in realtà, effettivamente |
| realize | realizzare | capire |
| to advertise | avvertire | pubblicizzare |
| advice | avviso | consiglio |
| to assist | assistere | aiutare |
| attitude | attitudine | atteggiamento |
| audience | udienza | pubblico |
| education | educazione | istruzione |

| factory | fattoria | fabbrica |
|---------|----------|----------|
| misery | miseria | sofferenza |
| vacancy | vacanza | vuoto, posto vacante |

## *Terminology and Word Choice*

### Technical Terms

- Regarding technical terms, the RingCentral Glossary is your first and binding source.
- For terms not listed in the glossary stick to Microsoft standard terminology where applicable:
  (https://www.microsoft.com/it-it/language)
- Use available online resources like Wikipedia, administrator web pages, large IT vendor portals etc.
- In case of doubt check back with your PM or Language Lead.

## *Capitalization*

Italian capitalization differs from the English one, so please follow the Italian rules.

These are some examples where capital letter is necessary:

- Proper names, product names, geographical names.
- The first word after a period, an exclamation mark, a question mark, ellipsis.
- In titles and headings, only the first character of the first word should be upper-case
- UI items begins with a Upper-case character. In case of UI items made up of multiple words, only the first character of the first word is upper-case
- In UI items made up of two alternative commands separated by a slash (/), both commands begin with an upper-case character
- Names of keyboard keys should be written in all capital letters.

English makes extensive use of capitalization. The same might not apply in Italian, where only the first word should be capitalized.

In addition, contrary to English, lower case is needed for nationalities, languages, religions, days of the week, months, season names and currencies in Italian.

| English | Incorrect translation | Correct translation |
|---|---|---|
| Conference will be on Tuesday | L'incontro si terrà Martedì | L'incontro si terrà martedì |
| Discovering Rome | Scoprire roma | Scoprire Roma |
| 1 US Dollar | 1 Dollaro USA | 1 dollaro USA |
| Users who speak Italian | Gli utenti che parlano Italiano | Gli utenti che parlano italiano |
| Our friend is Spanish | Il nostro amico è Spagnolo | Il nostro amico è spagnolo |
| Click the skip button | Fare clic sul pulsante ignora | Fare clic sul pulsante Ignora |
| Press the Edit line option | Selezionare l'opzione Modifica Linea | Selezionare l'opzione Modifica linea |
| Press the ENTER key | Premere il tasto invio | Premere il tasto INVIO |
| Select the Open/Close button | Selezionare il pulsante Apri/chiudi | Selezionare il pulsante Apri/Chiudi |

An exception to this are legal texts, where capitalization conveys a specific meaning and must be retained in the translation.

| English | Incorrect translation | Correct translation |
| --- | --- | --- |
| This agreement (the "Agreement") is a binding agreement | Questo accordo (l'"accordo") è un accordo vincolante | Questo accordo (l'"Accordo") è un accordo vincolante |
| INSTALL AND USE A COPY OF THE SOFTWARE. | Installare e utilizzare una copia del Software | INSTALLARE E UTILIZZARE UNA COPIA DEL SOFTWARE |

Note: Sometimes whole paragraphs are written with all upper case, and that formatting must be preserved as these conventions may have legal implications (see 2nd example).

## *Accented Capital Letters*

Here is a list of the main ASCII codes for accented letters used in Italian.

| Code | Character |
| --- | --- |
| Alt+0192 | À |
| Alt+0200 | È |
| Alt+0204 | Ì |
| Alt+0205 | Í |
| Alt+0210 | Ò |

## *Spelling*

Do not forget to run the spell-checker when you have completed your translation. Please always use MS Word spellchecker as it's more reliable than some spell-checkers embedded in CAT tools.

## *Punctuation*

## Spacing

Brand name tags need to be separated from the preceding or following text with a space.

In Italian, there is no space before any punctuation sign.

English documents often include double spaces after full stops. Run a controlled search and replace them by single spaces in Italian.

Use non-breaking spaces to prevent certain expressions to be separated at the end of a line, such as people's names, numbers, software names and versions, etc. To obtain such a space, press Ctrl + Shift + Space bar in MS Word or use Alt+0160.

Below are some common spacing issues

| Incorrect Italian standard | Correct Italian standard |
|---|---|
| Temperatura di 20°C OR Temperatura di 20° C | Temperatura di 20 °C |
| Calo del 33 % | Calo del 33% |
| Larghezza di 43m | Larghezza di 43 m |
| 50kg di peso | 50 kg di peso |

## Use of punctuation

### *Comma*

A comma is used when a natural pause is heard, but use of comma is quite subjective. There are, though, some guidelines to be followed in Italian:

- Never separate subject form verb with a comma.
- Avoid using comma after "e", "o" or "oppure" unless needed to create an aside or a natural pause.
- Contrary to English, there is no comma before the last element of an enumeration.

### *Period*

A period is used to end a sentence, a paragraph or an abbreviated word. When a sentence is placed between brackets or quotes, the period is placed outside.
Do not use full stops after headings and titles, after columns in a table, or after captions used with illustrations, tables etc., unless the expression considered is a full sentence.
Do not use full stops if a sentence ends with an abbreviation, an interrogation or exclamation mark, ellipsis, or colon.

### *Colon*

As a rule, try to avoid using colons, as English makes a wider use of them. Prefer commas wherever possible.

Colons should be used to introduce listings, procedures or a note.

The term that follows a colon must be lowercase, unless is placed on another line.

Some examples of <u>correct usage</u> below:

Di seguito un elenco delle funzionalità della nuova release:
- Visibilità migliorata
- Maggiore controllo

Le caratteristiche del prodotto includono: scalabilità, upgrade senza interruzioni delle attività, controlli automatici e reversibilità dei contenuti.

### *Semi-colon*

Semi-colons are used less in Italian than in English: they are mainly used to separate items in an enumeration, when using only commas would be confusing. As a general rule, avoid the use of semi-colons. Start a new sentence instead.

Never use a capital initial letter after a semi-colon.

Some examples of <u>correct usage</u> below:

Il portale permette ai clienti di caricare le proprie immagini e di condividerle con i propri contatti in modo immediato e senza bisogno di installare alcun

plug-in aggiuntivo. Gli utenti disporranno così di uno strumento rapido e affidabile per le rispondere alle proprie esigenze di gestione dei contenuti.
(Note: no semicolon after "plug-in aggiuntivo" to avoid lenghty sentences)

## Question mark

As a rule, avoid question marks, as they are much less used in Italian than in English.

| English | Incorrect translation | Correct translation |
|---|---|---|
| What do you want to do?<br>[*heading*] | Che cosa desideri fare? | Scopo<br>OR<br>Risultato desiderato |
| What is RingCentral? | Che cos'è RingCentral? | Informazioni su RingCentral |

Question marks can be used to introduce rhetorical questions if that approach is appropriate for the text type being translated and the target audience (for instance, marketing content such as brochures, CTA (Call To Action), banners and so on).

Any term following a question mark must be capitalized.

If a sentence ends with a question mark, no final period must be added because that would generate a double punctuation.

Some examples of <u>correct usage</u> below:

Vuoi saperne di più su questa tecnologia? Scarica il web cast.

Pensi che la tua infrastruttura non sia all'altezza della situazione? Leggi il white paper disponibile sul nostro portale per scoprire utili suggerimenti volti ad ottimizzare le performance dello staff IT.

### *Exclamation mark*

Exclamation marks are not as common in Italian as they are in English. Generally speaking they should be removed, unless it would sound appropriate in Italian to use one based on text type, register and target audience.
When they appear in groups (!!!), you may keep only one.

| English | Incorrect translation | Correct translation |
|---|---|---|
| File not found! | File non trovato! | File non trovato. |

| Be careful!!! | Attenzione!!! | Attenzione! |
|---|---|---|

### *Hyphen (-) /n dash (–), m dash (—)*

English uses 3 different dash types.

The **hyphen (-) (minus sign)** is used to:

1. Divide words between syllables.
2. Link parts of a compound word.

The **n dash (–) (ALT + 0150)** is used to:

1. Divide two concepts in a heading/title.
2. Open and close an aside (but in general, use commas instead of dashes if possible).

In Italian, don't use hyphen to introduce lists. Colon should be used instead.

The **m dash** should not be used in Italian at all, it must be replaced (if needed) by the n dash.

### *Round and square brackets*

In Italian the standard brackets are rounded (squared ones could be used for specific requirements such as inserting specific examples taken from source). There is no space between the brackets and the text inside them.
The use of parentheses in Italian is limited if compared to English, thus translation might not contain as many brackets as English. Please consider replacing them with commas for asides.

### *Quotation marks*

Updates on 20241207

Note: NEVER use straight single quote for variables.

Quotation marks are used to quote sentences taken from other sources, or to quote titles of other documents. Single quotes should be avoided, unless software requirements or other constraints force you to use them in order not to break builds or cause other technical issues.
Generally, double quotes are to be used in Italian.
Punctuation should be placed outside the quotes.
Quotation marks should not be used to stress terms; please use italics (unless it is problematic to do so due to limitations imposed by the translation tool used).

Some examples of <u>correct usage</u> below:

Per ulteriori informazioni sulla procedura di riqualifica consultare la sezione "Riqualifica dell'account".

Il responsabile delle vendite ha commentato: "Questa soluzione è fantastica. Abbiamo ottenuto un ROI doppio in soli sei mesi".

### *Apostrophe*

Please use straight apostrophe consistently in the translations, instead of curly apostrophe.

## *Style to use in bulleted lists*

## Example 1

If the bulleted items are complete sentences (with a conjugated verb), each begins with a capital and ends with a period:

Example of correct usage:

La nuova procedura permette di:

- Aprire il file in modalità di sola lettura.
- Eliminare i file pregressi inutilizzati da tempo.
- Modificare le tempistiche di aggiornamento in base alle esigenze.

## Example 2

If the bulleted items are phrases or single words, items shall not be followed by a period:

Example of correct usage:

La nuova versione dispone di:

- Nuovo hardware

- Firmware aggiornato

- Log delle applicazioni

## Example 3

If the list items are not full sentences and depend syntactically on the introductory sentence, each element should start with a lower case letter and end with a semicolon. A period must be used with the last item of the list. Please note that this type of list format tends to be less used nowadays, even more so in IT translations.

## *Abbreviations*

Abbreviations should be avoided whenever possible, but you may need to abbreviate words in item such as UI options. As a rule, shorten a word by at least two letters, abbreviation should end with a consonant and end with a period. If the word has a double consonant, abbreviate after the second consonant.

Examples of common abbreviations:

| Extended Version | Abbreviation |
|---|---|
| articolo | art. |
| circa | ca. |
| confronta | cfr. |
| centimetro | cm |
| eccetera | ecc. |
| grammo | g |
| gigabyte | GB |
| Gigahertz | GHz |
| Ora | h |
| Kilobit | Kb<br>OR<br>Kbit |
| Kilobyte | KB |
| Chilogrammo | kg |
| Chilometro | km |
| Metro | m |
| Megabyte | MB |

| | |
|---|---|
| Megabit | Mb<br>OR<br>Mbit |
| Megahertz | MHz |
| Minute | min |
| Millimetro | mm |
| Numero | n. |
| Nota | NB |
| Pagina | p. |
| Pagine | pp. |
| Pica | pi |
| Secondo | s |
| Allegato | all. |
| Appendice | app. |
| Capitolo | cap. |
| Paragrafo | par. |
| sezione | sez. |

## *Acronyms*

Translation of acronyms depends on RingCentral project-related requirements, and should always be investigated to confirm their localizability.

Acronyms are words made up of the initial letters of major parts of a compound term. Some well-known examples are WYSIWYG (What You See Is What You Get) or RAM (Random Access Memory).

The gender and number of the acronym depend on the gender and number of the translation for the governing noun of the extended form.

## *Numbers*

Numbers should be written in full:

- When used as nouns.
- When appearing alone and representing simple quantities, usually the numbers up to 9.

- In expressions like "in the 80s".

Dates, large numbers, ages, document references (paragraph, page, etc.) should be written as numbers.

Remember to replace the decimal point by a comma and the thousand separator by a dot.

| English | Incorrect translation | Correct translation |
| --- | --- | --- |
| 0.25 | 0.25 | 0,25 |
| 1,254.28 | 1,254.28 | 1.254,28 |
| 18,567 | 18,567 | 18.567 |
| 8,990,500 | 8,990,500 | 8.990.500 |

## *Units of Measure*

Units of measure should be separated from the preceding number by a non-breaking space, e.g. 533 MHz.

If the content includes units of measures that do not apply to your locale, for example imperial system ones, you might be instructed to either add converted value of the system that applies to your locale first and leave the original one in brackets, or to convert the value into its metric equivalent, based on the project requirements. Use the following table for reference.

| Imperial | Metric |
| --- | --- |
| 1 inch (", in) | 2,54 cm |
| 1 foot (ft.) | 30,48 cm |
| 1 yard (yd.) | 91,44 cm |
| 1 mile (m, ml) | 1,609 km |
| 1 pint (pt.) | 0,57 l |
| 1 quart (qtr.) | 1,136 l |
| 1 gallon (g, gal) | 4,546 l |
| 1 ounce (oz.) | 28,349 g |
| 1 pound (lb.) | 453,59 g |
| 1 stone (st) | 6,348 kg |
| 1 ton (t) | 1 016 kg |

Note: monitor sizes are always expressed in inches and represent, therefore, one of the few exceptions.

Here is a list of some current units of measure and their Italian equivalents:

| English | Translation | abbreviation |
|---|---|---|
| Kilometer (Km) | chilometro | km |
| meter | metro | m |
| decimeter | decimetro | dm |
| centimeter | centimetro | cm |
| millimeter | millimetro | mm |
| liter | litro | l |
| deciliter | decilitro | dl |
| centiliter | centilitro | cl |
| milliliter | millilitro | ml |
| ton | tonnellata | t |
| kilogram | chilogrammo | kg |
| pound | libbra | n/a |
| gram | grammo | g |
| decigram | decigrammo | dg |
| centigram | centigrammo | cg |
| milligram | milligrammo | mg |
| kilobyte | kilobyte | KB |
| megabyte | megabyte | MB |
| gigabyte | gigabyte | GB |
| gigabit | gigabit | Gb |
| inch | pollice | n/a |
| feet | piede | n/a |
| mile | miglio | n/a |
| gallon | gallone | n/a |
| millisecond | millisecondo | ms |
| second | secondo | s |
| minute | minuto | min |
| Volt | Volt | V |
| Watt | Watt | W |
| Hertz | Hertz | Hz |
| Megahertz | Megahertz | MHz |

| Celsius degree | grado Celsius | °C |
|---|---|---|
| bits per second | bit al secondo | bps |

## Percentages

Percentages are usually written in figures followed by the symbol %. No blank spaces are used between the figure and the symbol, e.g.: 37%.

## Date and time

Adapt date and time formats to Italian standards.

Date format, for example, should follow day-month, and not month-day.

The short format can be separated either by hyphen (-) or slash.

Recommended formats:

Short date: DD/MM/YYYY or DD-MM-YYYY. Example: 30/04/2015 or 30-04-2015

Long date: dddd d MMMM yyyy. Example: mercoledì 19 agosto 2015

The standard time format is hh.mm.ss. The 24-hour clock format should be used.

| English format | Italian format |
|---|---|
| 11:30 PM | 23.30 |
| 8AM to 8PM | Dalle 08.00 alle 20.00 |
| 8-June-2014 | 8 giugno 2014 |
| 2000-04-05 | 05/04/2000 |

The name of the months, in extended and abbreviated forms should be as follows (no first letter capitalized):

| gennaio | gen |
|---------|-----|
| febbraio | feb |
| marzo | mar |
| aprile | apr |
| maggio | mag |
| giugno | giu |
| luglio | lug |
| agosto | ago |
| settembre | set |
| ottobre | ott |
| novembre | nov |
| dicembre | dic |

## *Currency*

Currency symbols are placed after the numeral separated by a (non-breaking) space, with two decimal figures.

145,80 €

## *Specific expressions*

Here are some examples and suggestions on how to translate some recurrent expressions:

| English | Italian |
|---|---|
| about | Informazioni su |
| as shown in figure xx | Come mostrato nella figura xx |
| For more information on xxx, see xxx. | Per ulteriori informazioni su xxx, consultare xxx. |
| N/A (Non Available) | N/D (non disponibile) |
| Please note that | Tenere presente che |
| Refer to xxx for instructions on xxx. | Consultare xxx per istruzioni su xxx. |
| registered trademark | marchio registrato |
| troubleshooting | risoluzione dei problemi |
| trademark | marchio, marchio commerciale |
| User's Guide | Manuale dell'utente |
| we recommend… | consigliamo di… |
| Follow these steps to xxx | Attenersi alla seguente procedura per xxx |

## *Miscellaneous*

### Trademarks and Product Names

RingCentral has a number of registered and unregistered trademarks and trademarked phrases. Please refer to the most updated version of the approved RingCentral term list for your language. Note that, unless otherwise indicated, you shall use trademark and registered trademark symbols only on the first mention in the translated version of your content.

### Third Party Trademarks and Product Names

As a general rule, for product names from the third parties, it's correct to follow the localized equivalence in official websites if there's one.

For third party trademarks and products mentioned in RingCentral content, please complete an extensive research to determine whether an official, approved trademarked translated version is available before using as in source.

Below are some useful links:

Adobe trademarks list:
[adobe.com/misc/pdfs/adobe_trademark_database_external.pdf](adobe.com/misc/pdfs/adobe_trademark_database_external.pdf)

Apple trademarks list:
[apple.com/legal/intellectual-property/trademark/appletmlist.html](apple.com/legal/intellectual-property/trademark/appletmlist.html)

Google trademarks list:
[http://www.google.com/permissions/trademark/trademark-list.html](http://www.google.com/permissions/trademark/trademark-list.html)

Microsoft trademarks list:
[microsoft.com/en-us/legal/intellectualproperty/Trademarks/EN-US.aspx](microsoft.com/en-us/legal/intellectualproperty/Trademarks/EN-US.aspx)

## *Copyright Information, Footer, Publication Dates*

Copyright notices tend to be standard texts. Please make sure you receive instructions on whether an official and approved translated version of the below is available.

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## *References to links*

Whenever source files include references to URLs, translators should query if said link has a local version, and modify the document accordingly. If not, the relevant URL will be left as it appears in the source English text.

## *References to UI Options*

In regards to UI option translation for software projects, instructions may vary based on RingCentral project-specific guidelines. However, in general, please adhere to the following:

- If software has been translated, please match the relevant translation memory or string list provided with the translation package.
  Example: Fai clic su **Apri file**.
- If software has not been translated, please use bilingual format, i.e. English first, followed by target in brackets. Put the translation outside the formatting.
  Example: Fai clic su **Open File** (Apri file).

When Microsoft terminology or Microsoft UI items are quoted, please refer to Microsoft approved terminology for your language on the MS Portal: https://www.microsoft.com/it-it/language

## *Addresses and Phone Numbers*

In general, please follow the principles outlined below:

- Translate country and city names based on your country/region's conventions.
- Localize address formats, if necessary, based on your country/region's conventions.
- If source only includes toll free numbers and US numbers, please add an international country code to the local number for international users, as shown below:

**Source:**

RingCentral, Inc. (Belmont/HQ) 20 Davis Drive, Belmont, California 94402
Phone: 888-528-RING (7464) or 650-472-4100

**Target:**

RingCentral, Inc. (Belmont/HQ) 20 Davis Drive, Belmont, California 94402
Telefono: 888-528-RING (7464) o      +1-650-472-4100