RingCentral Localization Style Guide
Traditional Chinese

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Style Guide History

Published date	Version	Changes	Author
August 06, 2015	0	Localization Style Guide Template Creation	Language Expert
March 18, 2018	1.0	Localization Style Guide Adaptation for CHT	Sophia Chao
July 26, 2021	2.0	Spacing around tags Product names official translations	ZHTW specialist
March 28, 2022	3.0	Half/Full width round brackets usage	Zh-TW translation supplier
April 28, 2022	4.0	Second person pronoun	Zh-TW translation supplier

What's New?

Last Updated: Adaptation for Traditional Chinese on 2018/3/19.

(This section will contain detailed update changes for further versions – LEAVE AS IS.)

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 Traditional Chinese.

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 Traditional Chinese-speaking audience. Avoid literal transposition of the English syntax in Traditional Chinese: 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 form 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.

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.

Terms that should not be localized are marked as DNT (abbreviation of Do not translate).

Adaptation to Traditional Chinese Market

Sometimes you may need to replace English examples by Traditional Chinese 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 for better readability.

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*]"

Handling Cross-references:

- If you are unable to retrieve this information, please contact the Project Management team or your Language Lead. If you are unable to receive the response in time, leave the title in source language and place proposed translation in parenthesis.

- If the document has not been translated before, leave as in source language.

Politically Correctness

Politeness

In general, the style should be formal and polite appropriate for business communication. Casual expressions should be avoided.

*Always use 您 instead of 你

English	Incorrect translations	Correct translation
Please enter your user name.	輸入你的使用者名稱	請輸入您的使用者名稱
You have completed the initial setup of your RingCentral business phone system.	您已完成了 RingCentral 企業電話系統設定。	您已完成 RingCentral 企業電話系統設定。

Gender

Gender is also a sensitive matter as shown in the examples. As far as gender is concerned, Traditional Chinese usually gives priority to masculine forms, unless differently needed based on a specific context.

English	Incorrect translation	Correct translation
The service team will contact the customer and inform him/her.	服務團隊會聯絡客戶並告知他/她。	服務團隊會聯絡客戶並告知他。

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 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.	所有詳細資料都已在此主題提供。	該主題提供所有詳細資料。

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:

English	Incorrect translation	Correct translation
You can edit *your* files on either *your* computer, or *your* mobile device.	您可以在*您的*電腦，或*您的*移動設備上編輯*您的*文件。	您可以在電腦或行動裝置上編輯　文件。

Translation of Subject Word

The subject word does not always need to be translated in Traditional Chinese, especially when the subject word is "you". Omit "you" or replace it with a specific noun.

"We" should be substituted with the specific noun, such as a company name.

Articles

For most cases, there is no need to translate articles into Traditional Chinese for fluency and conciseness.

But if it is important to emphasize the noun so that the reader does not get confused, then it is suggested to translate the article.

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	我們的控制器隨附快取，用於保護資料完整性

These services can assist with implementations from initial site architecture to implementing a complete farm.	從建置網站初始架構到建置完整伺服器，這些服務都可提供協助。
By accessing this web site, you agree to the terms and conditions (…)	存取此網站，代表您同意條款和條件（…）

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	您的姓名、您的電子郵件位址、您的公司名稱	您的姓名、電子郵件位址、公司名稱
This means you can now…	這代表您現在可…	這意味著現在可…

Repetitions

Besides standard grammar rules, when localizing software or documentation you should consider that repetitions are acceptable in English but might not in Traditional Chinese. 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.	要從電腦刪除*文件*，請在右側窗格選擇*文件*，然後按一下「刪除」。	要從電腦中刪除文件，請在右側窗格選擇，然後按一下「刪除」。

Punctuation

Spacing

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

In Traditional Chinese, there is a no space before any punctuation sign. **However, there are exceptions which are specified in following sections.**

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

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.

General spacing rules are as followings:

- Half-width space needed between Chinese characters and English letters or numbers

English	Incorrect translation	Correct translation
The serial number can be found on the bottom of the product, it should look like XXX1234-5678.	可在產品底部找到序號，格式為 XXX1234-5678。	可在產品底部找到序號，格式為 XXX1234-5678。

- Half-width space needed between Chinese characters and half-width punctuations: ( ), [ ].

Use of punctuation

Comma

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

- *Use the Chinese comma (，) in both software and document localization. Please note when enumerating several items in English, use the pause symbol (、) instead of (，)*

- *When translating **and** (和) or **or** (或), you can omit the previous comma in the Traditional Chinese.*

Period

A Chinese 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 interrogation or exclamation mark, ellipsis, or colon.

Colon

Half-width colon (:) is used for software, while Full-width colon (：) is used in documentation. Try to avoid using colons, but there may be cases to use colon like following:

- Colon is used when a list of actions or object is following
  For example:
    如需這些主題的進一步資訊：

    - 登入
    - 變更密碼
    - 通話處理
    - 緊急電話撥打 – 登錄地點
    - 語音信箱問候語

Semi-colon

Half-width semi colon (;) is used for software, while Full-width semi colon (；) is used in documentation.

Semi-colons are used less in Traditional Chinese than in English. Usually Chinese comma (，) is used to replace semi colon in translation.

Question mark

Half-width question mark (?) is used for software, while Full-width question mark (？) is used in documentation.

Exclamation mark

Half-width exclamation mark (!) is used for software, while Full-width exclamation mark (！) is used in documentation.

Exclamation marks are not as common in Traditional Chinese as they are in English. Sometimes it is better to remove them. When they appear in groups (!!!), you may keep only one.

English	Incorrect translation	Correct translation
Address is not valid!!!	地址無效！！！	地址無效！

Hyphen/En dash (-), Em dash (—)

En dash

The en dash (–) is used as a minus sign, usually with spaces before and after. In Traditional Chinese, keep it as same as English.

The en dash is also used in number ranges, such as those specifying page numbers. No spaces are used around the en dash in this case. In Traditional Chinese, please proceed as follows:

English	Suggestion
500-1000	500-1000

Persistence performance has increased by a factor of 2.5 – 3.0.	持續性效能已提升 2.5 至 3.0 倍。

There are cases when you can omit the en dash. For example:

English	**Suggestion**
best-in-class	同業佼佼者
2-factor authentication	雙因素驗證
all-inclusive	全包

Em dash

The em dash (—) is used to emphasize an isolated element or introduce an element that is not essential to the meaning conveyed by the sentence. In Traditional Chinese, it should not be used as it looks the same as the Traditional Chinese character for "one" (一). Oftentimes, there is no need for such punctuation through rephrasing. If punctuation is needed, you may want to use **( )**, ：or **en dash** to emphasize the element.

Round and square brackets

For round brackets, use half width round brackets ( ) when:

● The texts included are **all English or digits**

Please be noted, <u>spaces should be left</u> before opening round bracket and after ending round bracket.

Use full width round brackets （ ） when the texts included are containing Chinese characters. Extra spaces are not needed before and after the full width brackets.

For square brackets, always use **half width** square brackets [ ]. When using square brackets, please leave one space before opening square brackets and one space after ending square brackets.

Quotation marks

English quotation marks are used when referring to UI entries, properties, reserved words, parameters, titles of manuals, chapters and sections, quoted passage, etc.

For UI, in Traditional Chinese, UI should be enclosed with [ ] and remove bold font (if used).

English	Traditional Chinese
Click **Sync Options**.	按一下 [同步選項]。

For titles of user guides, chapters and sections, use《》for books, manuals, etc.

Use ＜＞ for chapters and sections.

English	Traditional Chinese
See the section of Authorized App.	請參閱〈授權應用程式〉一節。
See RingCentral Office® User Guide	請參閱《RingCentral Office® 使用者指南》

Replace quotes (except used for manual, chapter, section names or UI) with square quotes.

English	Incorrect translation	Correct translation
Orange means "Do not accept call queue calls." These callers are sent to voicemail.	橘色代表〞請勿接受佇列通話〞。	橘色代表「請勿接受佇列通話」。

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 ends with a period:

English	Incorrect translation	Correct translation
• Please enter a different prompt name and then re-upload. • Please enter a different prompt name.	• 請輸入其他提示名稱，然後重新上傳 • 請輸入其他提示名稱	• 請輸入其他提示名稱，然後重新上傳。 • 請輸入其他提示名稱。

Example 2

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

English	Incorrect translation	Correct translation
• United States • UK • Canada	• 美國， • 英國， • 加拿大。	• 美國 • 英國 • 加拿大

Example 3

If the list items are not full sentences and depend syntactically on the introductory sentence, each element should end with a Chinese semicolon (;) 。

Abbreviations

Abbreviations should be avoided whenever possible, but you may need to abbreviate words in item such as UI options. As a rule, only use commonly used abbreviates, never create any new. On first use, spelling out or translation in brackets followed by the abbreviations.

Please note, do not use abbreviations in titles unless you are sure that your intended audience will recognize them.

Examples of common abbreviations:

Extended Version	Abbreviation
megahertz	MHz
Example	Ex
business-to-business	B2B
business-to-consumer	B2C
Administrator	admin
US dollar	USD
synchronize	sync
Pacific time	PT
Mountain time	MT
microphone	mic
doctor of medicine	MD
juris doctor	JD

Great Britain pound	GBP
European currency	EUR
Eastern time	ET
Central time	CT
Canadian dollar	CAD
decibel	dB
distributed denial-of-service	DDoS
end of business	EOD
estimated time of arrival	ETA

Acronyms

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

Please note, if an acronym is used in a title, do not write out the acronym meaning in full.

Here are some examples of how to approach the translation of acronyms:

Description	English	Traditional Chinese	Guidelines
The expansion comes before its acronym	High Performance File System (HPFS)	高性能文件系统 (HPFS)	*If a translation is possible, keep the English acronym.*
	Desktop Publishing (DTP)	Desktop Publishing (DTP)	*If a translation is not possible, leave expansion and its acronym in parenthesis.*

The acronym is not followed by its expansion	OLE	OLE	*Use the acronym without expansion.*

Some acronyms are localizable as follows:

English	Traditional Chinese
AM	上午
ID	識別碼
PM	下午

Numbers

Numbers should be written in full:

- When used as nouns
- When at the beginning of a sentence
- 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	.25	0.25
1,254.28	1254.28	1,254.28
18,567	18567	18,567
8,990,500	8990500	8,990,500

Note: Avoid mixing numerical and alphabetical forms.

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 Traditional Chinese equivalents:

English	Translation	Abbreviation

Kilometer (Km)	公里	km
meter	公尺	m
centimeter	公分	cm
millimeter	公釐	mm
liter	公升	L
milliliter	毫升	ml
ton	噸	t
kilogram	公斤	kg
gram	公克	g
milligram	毫克	mg
kilobyte	千位元組	KB
megabyte	百萬位元組	MB
gigabyte	十億位元組	GB
gigabit	千兆位	Gbit
inch	英寸	in
feet	英尺	ft
second	秒	s
minute	分鐘	min

Volt	伏特	V
Watt	瓦	W
Hertz	赫兹	Hz
Megahertz	兆赫	MHz
Celsius degree	攝氏…度	℃
bits per second	每秒位元	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 Traditional Chinese standards.

Date format, for example, should follow month/day.

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

Recommended formats:

Short date: YYYY/MM/DD. Example:2018/03/15

Long date: yyyy 年 MM 月 dd 日. Example: 2018 年 3 月 15 日

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

English format	Traditional Chinese format
11:30 PM	下午 11:30
8AM to 8PM	上午 8:00 至下午 8:00
8-June-2014	2014 年 6 月 8 日

2000-04-05	2000-04-05

The name of the months, either in extended or abbreviated, should be translated as follows:

English format	Traditional Chinese format
January or Jan	1 月
February or Feb	2 月
March or Mar	3 月
April or Apr	4 月
May	5 月
June or Jun	6 月
July or Jul	7 月
August or Aug	8 月
September or Sept	9 月
October or Oct	10 月
November or Nov	11 月
December or Dec	12 月

Currency

Currency notation are placed before and after the numeral, with two decimal figures.

新臺幣 145.80 元 / NTD 145.80 / NT$ 145.80

Specific expressions

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

English	Traditional Chinese
about	關於
as shown in figure xx	如圖 xx 所示
For more information on xxx, see xxx.	如需關於 xxx 的更多資訊，請參閱 xxx。
N/A (Non Available)	不可用
Please note that	請注意：
Refer to xxx for instructions on xxx.	如需關於 xxx 的說明，請參閱 xxx。
registered trademark	註冊商標
troubleshooting	疑難排解
trademark	商標
User's Guide	使用者指南
want (to), would like	希望
we recommend…	建議您…
Follow these steps to xxx	遵循這些步驟 xxx
Click	按一下
Double click	按兩下

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.

For third party products mentioned in RingCentral content, please complete an extensive research to determine whether an official, approved trademarked translated version is available: otherwise, use as in source.

Third Party Trademarks and Product Names

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

Apple trademarks list: apple.com/legal/intellectual-property/trademark/appletmlist.html

Google trademarks list: http://www.google.com/permissions/trademark/trademark-list.html

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

Salesforce trademarks list: http://www.sfdcstatic.com/assets/pdf/misc/salesforce_TM_list.pdf

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.

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.
- If software has not been translated, please use bilingual format, i.e. English first, followed by target in brackets.

When necessary, please refer to Microsoft approved terminology for your language on the MS Portal: http://www.microsoft.com/Language/en-US/Default.aspx

Addresses and Phone Numbers

- Please leave the address in English.
- 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 電話：

888-528-RING (7464) 或 **+1-**650-472-4100