

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 |
|  |  |  |  |
|  |  |  |  |

## What's New?

Last Updated:

Modification of the example in section “Repetitions” on 2021/12/20.

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:

* For more information, see user manual “[*title*]” of previous product.
* 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.

|  |  |  |
| --- | --- | --- |
| **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. | 要從電腦删除*文件*，請在右側窗格選擇*文件*，然後按一下 [删除]。 | 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

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: ( ), [ ].
* Brand name tags need to be separated from the preceding or following text with a space.

### 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
* In software

Please be noted, spaces should be left before opening round bracket and after ending round bracket.

Use full width round brackets（）when the texts included are containing Chinese characters.

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

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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