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User-centred terminology for existing and upcoming ICT devices, services and applications

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# Foreword

This ETSI Guide (EG) has been produced by ETSI Technical Committee Human Factors (HF).

The work is being conducted in an open collaboration with industry, user and consumer representatives, and other relevant stakeholders. The present document is based upon desk research (documents and online sources), expert knowledge, and an industry-wide consultation and consensus process, aimed at consensus building and a quick uptake and the widest possible support in future product implementations.

Intended readers of the present document are (list non-exhaustive):

* device designers, developers, and manufacturers;
* application developers;
* service providers;
* network operators;
* technical writers and developers of marketing materials; and
* national and international standards bodies and regulatory institutions.

# Modal verbs terminology

In the present document "**should**", "**should not**", "**may**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](https://portal.etsi.org/Services/editHelp!/Howtostart/ETSIDraftingRules.aspx) (Verbal forms for the expression of provisions).

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# Introduction

The terms (words, labels) used in the user interface (UI) of a device, service or application may present an obstacle for users if the users are not familiar with those terms or if the users are unsure as to their meaning. While some terms are introduced by manufacturers to denote a new class of feature or to distinguish own features from those offered by competitors, most other terms denoting device or service features are not necessarily intended for differentiation. However, in the absence of a harmonized or recommended terminology, the use of those terms may differ considerably among manufacturers and service providers.

The alternative to a wide and confusing plethora of terms encountered by end users is a minimum degree of harmonization among devices, services, and application, i.e. in those areas intended by manufacturers to convey a certain brand feature or image. A harmonized terminology can be employed to help prevent negative effects of an uncontrolled growth of terms, including:

* Increased user difficulties in understanding complex, ambiguous and inconstantly-used terms, leading to unnecessary confusion;
* Increased efforts in user education (user guides);
* Increased costs for user support (hotline calls and call agent training);
* Limited feature discovery and unclear user expectations (customers who do not understand certain features may not use them, hence revenue may be missed);
* Limited uptake (users may be reluctant to use a feature as they are not sure whether it has the expected effect)
* Increase of cognitive complexity and subsequent learning effort; and
* Abuse in the use of proprietary terms and lack of consistent use of terms.

The need for a harmonized terminology of device, service, and application features increases as new features and functionality are being introduced and marketed. Device software, services, applications are frequently updated, often without even providing an update of the user documentation to the users. In addition, as network operators’ business models change (e.g. fewer subsidized devices linked to fixed service plans), end-user loyalty to network operators and device manufacturers decreases.

A harmonized terminology can also be fed into terminology management systems used within a company to ensure the consistent use of terms across products and the internal and external documentation (e.g. design documents, user guides and promotional materials).

EG 202 132 [i.1] contains harmonized English-language terms for a number of areas including user interface hardware and software, configuration of messaging and data services (voice mail, e-mail, MMS, SMS WAP, and data accounts), call features, and terminal functionality. TR 102 972 [i.2] extends the work done in EG 202 132 towards 3G devices, mobile services, and applications. This extended list of proposed terms forms the initial basis for the terms considered.

However, EG 202 132 and TR 102 972 were released a long time ago and require updating, inter alia to cover the many features and services evolved or not available at that time and to cover other large European languages in addition to English. The present document addresses this need. However, given the speed of change in the mobile ICT landscape, it will naturally require updating to ensure continuing relevance – and possibly expansion to cover additional languages.

The selection and validation process of the terms applied throughout their development, performed in collaboration with stakeholders is expected to add a quality dimension to the recommended vocabulary that would be difficult to achieve through an individual effort and is expected to contribute to the use and uptake of this freely available, public resource.

# 

# 1 Scope

The present document aims at further simplifying end-user access to ICT devices, services, and applications by providing recommended terms for basic and commonly-used ICT-related objects and activities, limited to those terms that end users are commonly exposed to. Recommended terms are provided in five languages: English, French, German, Italian, and Spanish (as spoken in their respective European countries).

The recommended terms apply to mobile ICT devices and mobile applications (whether they are standalone or whether they provide access to related services) commonly found in mobile ICT devices (most of the recommended terms are applicable to both mobile and stationary devices, services, and application). The recommended terms are applicable to the user interface (UI) design for a product as well as that of any user documentation accompanying it.

User requirements and available results of standardization work have been considered and integrated in the present document, providing implementation‑oriented guidance. Wherever possible, a Design-for-All approach has been adopted, taking functional abilities of users, including elderly users and users with cognitive, physical or sensory limitations into account.

The present document does not provide design guidance, nor does it intend to restrict the ability of market players to further improve and develop their terminals and services. Neither does it intend to limit their options to trademark user interface elements or profile the user experience of brand‑specific user interface implementations as a competitive edge.

# 2 References

## 2.1 Normative references

Normative references are not applicable in the present document.

## 2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non‑specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long-term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

[i.1] ETSI EG 202 132 v1.1.1 (2004-08). Human Factors (HF); User Interfaces; Guidelines for generic user interface elements for mobile terminals and services.

[i.2] ETSI TR 102 972: “Human Factors (HF); User Interfaces; Generic user interface elements for 3G/UMTS mobile devices, services and applications” (2009-10).

[i.3] ETSI EG 202 417: “Human Factors (HF); User Interfaces; User education guidelines for mobile terminals and eService” (2006-12).

[i.4] ETSI ETR 095: “Human Factors (HF); Guide for usability evaluations of telecommunications systems and services” (1993-09).

[i.5] ISO 9241-11:2018 (en): “Ergonomics of human-system interaction - Part 11: Usability: Definitions and concepts”.

[i.6] ETSI ETR 116. Human Factors (HF); Human factors guidelines for ISDN Terminal equipment design (1994-06).

# 3 Definitions and abbreviations

## 3.1 Definitions

For the purposes of the present document, the [following] terms and definitions [given in ... and the following] apply:

**consensus:** general agreement, characterized by the absence of sustained opposition to substantial issues by any of the concerned interests and by a process that involves taking into account the views of all parties concerned and to reconcile any conflicting arguments

**design for all:** design of products to be usable by all people, to the greatest extent possible, without the need for specialized adoption

**emergency call:** call from a user to an emergency control center

**end user:** See **user**

**function:** the abstract concept of a particular piece of functionality in a device or service

**generic:** generalized set or general purpose set, often in the sense of basic or ordinary

**ICT devices and services:** devices or services for processing information and/or supporting communication, which has an interface to communicate with a user

**impairment:** any reduction or loss of psychological, physiological or anatomical function or structure of a user (environmental included)

**mobility:** See **personal (user) mobility, service mobility** and **terminal mobility**

**personal (user) mobility:** ability for the user to access personal services and data independent of the device and access network used

**service mobility:** ability of services to be accessible and deliverable independently of network, terminal or geographical location attributes

**spoken command:** verbal or other auditory dialogue format which enables the user to input commands to control a device, service or application

**term:** a word or a phrase describing a thing orexpressing a concept, in a specific language, domain or context

NOTE: Based on the Oxford dictionary.

**terminal:** physical device which interfaces with a telecommunications network, and hence to a service provider, to enable access to a telecommunications service

NOTE: A terminal also provides an interface to the user to enable the interchange of control actions and information between the user and the terminal, network or service provider.

**terminal mobility:** ability of a terminal, while in motion, to [access](http://www.its.bldrdoc.gov/fs-1037/dir-001/_0104.htm) telecommunication services from different locations, and the capability of the commercial wireless networks to identify and locate that terminal

**terminology:** the vocabulary of technical terms in a particular field, subject, science, or art; nomenclature

**usability:** effectiveness, efficiency and satisfactionwith which specified users can achieve specified goals (tasks) in a specified context and particular environments, see ETR 095 [i.4] and ISO 9241-11 [i.5]

NOTE: In telecommunications, usability should also include the concepts of learnability and flexibility; and reference to the interaction of more than one user (the A and B parties) with each other and with the terminals and the telecommunications system, see ETR 116 [i.6]

**user:** person who uses a telecommunications terminal to gain access to and control of a telecommunications service or application

NOTE: The user may or may not be the person who has subscribed to the provision of the service or owns the terminal. Also, the user may or may not be a person with impairments.

**user interface (UI):** physical and logical interface through which a user communicates with a telecommunications terminal or via a terminal to a telecommunications service (also called man-machine interface, MMI)

NOTE: The communication is bi-directional in real time and the interface includes control, display, audio, haptic or other elements, in software or hardware

**user requirements:** requirements made by users, based on their needs and capabilities, on a telecommunication service and any of its supporting components, terminals and interfaces, in order to make use of this service in the easiest, safest, most efficient and most secure way

## 3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

CLI Calling Line Identification

EDGE Enhanced Data Rates for GSM Evolution

EMS Enhanced Message Service

GPRS General Packet Radio Service

GSM Global System for Mobile telecommunication

ICT Information and Communication Technologies

ISP Internet Service Provider

ITU-T International Telecommunications Union - Telecommunication standardization sector

LTE Long Term Evolution

MMI Man-Machine Interface

MMS Multimedia Message Service

M-Services Mobile data Services

OTA Over-The-Air configuration

P3P Privacy Preferences Protocol

PIN Personal Identity Number

PSAP Public Safety Answering Point

SMS Short Message Service

UCI Universal Communications Identifier

UG User Guide

UI User Interface

UMTS Universal Mobile Telecommunication System

UPT Universal Personal Telecommunication

WAP Wireless Application Protocol

WCDMA Wideband Code Division Multiple Access

Wi-Fi Wireless-Fidelity (ISO/IEC local area network standard family 802.11, also known as WLAN)

# 4 User requirements

Intended *users* of the present document are those designing, developing, implementing and deploying user interfaces for and interaction with mobile ICT devices, services, and applications.

Intended *end users* mentioned in the present document are people who use mobile ICT devices, services, and applications ranging from first time users to experienced users.

Uniformity in the interactive elements increases the transfer of learning between different devices, services, and applications. Such knowledge transfer becomes even more important in a world of ubiquitous devices and services used by heterogeneous users. In particular harmonized terms (used across devices, services, and applications from different manufacturers and providers) improve the overall usability of the entire ICT ecosystem. Use of the harmonized vocabulary in the present document for the development of ICT devices, services, and applications will enable end users to reapply knowledge and experience.

A consistent, harmonized, and accessible terminology will particularly benefit those end users with temporary or permanent functional variations, such as those with literacy difficulties, or people with visual or cognitive impairments.

Ideally, a harmonized vocabulary should be easy to remember, recognize, and retrieve, and the individual terms should represent their related concepts well. A well-designed user terminology should have a shallow learning curve and cover most common tasks and use cases users are likely to encounter through the most common, every-day use patterns.

# 5 Method

## 5.1 General

This clause describes the method applied for selecting the user-centred terminology presented in Clause 6.

The method employed consists of three phases:

* Phase 1: Identification of objects and activities from a range of functional areas such as telephony and photography
* Phase 2: Collection of terms used by major stakeholders
* Phase 3: Analysis of terms collected and selection of recommended terms

*To do: Update for the mobile context of use and the context- and use case-centric approach.*

## 5.2 Phase 1: Identification of objects and activities

In this first phase, functional areas such as telephony and photography were identified that define the range of functionalities covered by the present document. Those functional areas are listed in Clause 6.1 and cover those functionalities that are most frequently used by many or most users of mobile ICT devices.

For each functional area, relevant objects and activities (i.e. those that are frequently used and used by many users) were identified and defined, and the following principles were applied:

Objects and activities were selected if they help users:

* Identifying the functionality (i.e. help the user understand what it does);
* Accessing the functionality;
* Understanding the available options related to a functionality; or
* Understanding messages displayed in the context of using a functionality (e.g. error feedback).

Objects and activities were not selected, if they cover:

* The content of an application (e.g. “Photo”, “Take the first exit at the roundabout”) or the style of the interaction;
* Common terms easily found in a dictionary (e.g. “hotel”);
* Common verbal expressions indicating an action taken on an object (e.g. “take a photo”); or
* Words, acronyms, or abbreviations used in a specific technical sense (e.g. “CCNR”).

Those objects and activities that are relevant for several or all functional areas are treated as general terms (see Clause 6.2).

## 5.3 Phase 2: Collection of terms

For each functional area, relevant providers (device manufacturers, service providers, and application vendors) were identified and the terms used by them for the objects and activities of the respective functional area were collected in the five languages covered by this document (e.g. providers included in the analysis for the functional area “photography” were Apple, Samsung, Huawei, Motorola, and LG, based on their market share in Europe for the product category smartphone).

In most cases, the number of providers had to be limited to five in order to keep the effort for the analysis manageable. The analysis showed that not all functionalities were necessarily offered by all (five) providers. Functionalities offered by a sole provider were not included in the analysis.

## 5.4 Phase 3: Analysis and selection

In the final phase of the work, the terms collected in Phase 2 were reviewed and the terms to be recommended were selected, following:

* A check for semantics and syntax in relation to the functionality provided;
* An evaluation with regard to understandability, clarity and jargon-freeness;
* A check for consistency between manufacturers (i.e. prevalence of certain terms);
* Final selection, review and prioritisation with stakeholders (electronically and through workshops).

# 6 List of terminologies

## 6.1 Domain categories and principles of use

The recommended terms listed in the present document are divided into the following domains or categories:

1. General terms;
2. Accessibility terms;
3. Telephony services;
4. Photography
5. Media services;
6. Messaging services;
7. Navigation and maps;
8. Banking and payment services;
9. eHealth services;
10. Travel services;
11. Searching and browsing;
12. Social media;
13. Games; and
14. Tools and miscellaneous.

For the present document, the following principles of use in implementations apply:

1. Service and interaction design guidelines are not provided.
2. In some instances, more than one term is recommended (separated by commas).
3. In certain cases, the support of multiple, redundant choices is recommended (e.g. emergency services).

## 6.2 General terms

### 6.2.1 Overview

General terms are fundamental terms related to the mobile device itself, its accessories or its basic functionality. They are typically exposed to the end-user in user manuals, man machine interface, and in some cases, in commercial material. General terms related to basic functionality are used frequently across a wide range of applications, but they have similar effects, irrespective of the context in which they are employed.

General terms are classified in the following sub-categories:

* Hardware and physical elements;
* Other physical items;
* Software related;
* Control functions - buttons;
* Control functions – gestures;
* Basic functions; and
* Radio related.

### 6.2.2 General terms: Hardware and physical elements

These terms describe physical elements of the mobile device, corresponding to what in technical terms is defined as “Hardware”.

The meaning of each term describing hardware and physical elements is explained in table 1, together with the language-specific versions of the term in the five languages.

Table 1: General terms: Hardware and physical elements

| Index | Technical term | Functional description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **mobile device** | The mobile device that is used for accessing mobile services (e.g. a smart phone or tablet device) | phone; mobile phone; device | téléphone; appareil | Telefon; Gerät | telefono; dispositivo | teléfono; teléfono móvil |  |
|  | **device layout** | External layout of the mobile device | device layout; phone layout | présentation de l'appareil | Übersicht | componenti del dispositivo | partes; diagrama; esquema; vstazo (del teléfono) |  |
|  | **water resistant** | Quality of a mobile device of tolerance to water | water resistant | résistant à l'eau | wasserbeständig | resistente all'acqua | resistente al agua |  |
|  | **dust resistant** | Quality of a mobile device of tolerance to dust | dust resistant | résistant à la poussière | staubbeständig; staubgeschützt | resistente alla polvere | resistente al polvo |  |
|  | **screen** | Display of a mobile device | screen | écran | Bildschirm | schermo | pantalla |  |
|  | **edge screen** | A display of a mobile device that is curved in the device’s edges | edge screen |  |  |  | pantalla con bordes curvos |  |
|  | **touch screen** | Input and output device of a mobile device for direct user interaction with what is being displayed | touch screen | écran tactile | Touchscreen | touchscreen; touch screen | pantalla táctil |  |
|  | **hard key** | Hard key (physical key as opposed to a soft key) of a mobile device | hard key | bouton; touche | Taste | tasto | botón físico |  |
|  | **power key** | Key used to power on and off the mobile device | power key | bouton marche/arrêt | Ein-/Aus-Taste | tasto di accensione e spegnimento | botón de encendido |  |
|  | **volume keys** | Keys of a mobile device used to change the volume setting | volume keys | boutons de volume; touches de volume | Lautstärketaste(n) | tasti volume | botón de volúmen |  |
|  | **ring / silent switch** | Key of a mobile device to put the device in silent mode or ring mode | ring / silent switch | muet | Ton aus | suoneria disattivata; audio disattivato | interruptor de timbre/silencio |  |
|  | **wizard key** | Key that executes the software assistant (wizard) | wizard key |  |  |  | botón del asistente |  |
|  | **front camera** | Camera situated in the front of the mobile device | front camera | appareil photo avant; appareil photo frontal | vordere Kamera | fotocamera anteriore; camera anteriore | cámara frontal |  |
|  | **rear camera** | Camera situated in the back of the mobile device | rear camera | appareil photo arrière | hintere Kamera | fotocamera posteriore; camera posteriore | cámara trasera |  |
|  | **dual rear camera** | Set of two rear cameras in a mobile device | dual rear camera | double appareil photo | Dual-Kamera | fotocamera doppia | doble cámara trasera |  |
|  | **iris recognition camera** | Camera used in a mobile device for iris recognition functionality | iris recognition camera |  |  |  | cámara de reconocimiento del iris |  |
|  | **flash** | Flash device of a mobile device used to take photos | flash | flash | Blitz; Blitzlicht | flash | flash |  |
|  | **torch** | Flashlight function of a mobile device | torch | lampe de poche | Taschenlampe | torcia | linterna |  |
|  | **speaker** | Loudspeaker of a mobile device (typically also used for hands-free mode) | speaker | haut-parleur | Lautsprecher | altaparlante | altavoz manos libres |  |
|  | **microphone** | Microphone of a mobile device (typically also used for hands-free mode) | microphone | microphone | Mikrofon | microfono | micrófono |  |
|  | **front microphone** | Microphone on the front side of a mobile device (typically also used for hands-free mode) | front microphone | microphone frontal | Mikrofon an der Vorderseite | microfono frontale | micrófono frontal |  |
|  | **rear microphone** | Microphone on the back side of a mobile device | rear microphone, secondary microphone | microphone arrière | Mikrofon an der Rückseite | microfono sul retro | micrófono trasero, micrónono secundario |  |
|  | **headset jack** | Headset / earphone connector (socket) of a mobile device | headset jack | prise casque; prise écouteurs | Kopfhöreranschluss | spinotto auricolari; jack per auricolari; entrata cuffie | toma de (para) auriculares Conector de (para) auriculares |  |
|  | **ejection pin hole** | Hole triggered by an ejection pin used to extract a tray from a mobile device, typically containing SIM or memory cards | ejection pin hole | trou du legement | Öffnung am SIM-Kartenfach; Öffnung am Kartenhalten | foro dell'alloggiamento | orificio de la bandera de tarjetas |  |
|  | **ejection pin** | Pin used to extract a tray from a mobile device, typically containing SIM or memory cards | ejection pin | outil d'éjection de la carte SIM; broche d'éjection | Auswurfstift | strumento di espulsione | herramienta de expulsión de tarjetas |  |
|  | **SIM card** | Subscriber Identification Module (software running on a UICC card) | SIM card | carte SIM | SIM-Karte | scheda SIM | tarjeta SIM |  |
|  | **USIM card** | Universal Subscriber Identification Module (consisting of the USIM application software and the UICC card) | USIM card | carte USIM | USIM-Karte | scheda USIM | tarjeta USIM |  |
|  | **dual SIM** | Functionality of a mobile device to be able to handle two SIM cards (with two independent subscriptions) | dual SIM | carte SIM double | Dual-SIM | doppia SIM | dual SIM; doble tarjeta SIM |  |
|  | **SIM card tray** | Tray for the SIM card of a mobile device | SIM card tray | logement; tiroir de carte | Kartenhalter | allogiamento della scheda; vassoio per schede | bandeja para la(s) tarjeta SIM |  |
|  | **memory card** | Memory card used in a mobile device (e.g. for storing photos or music) | memory card | carte mémoire | Speicherkarte | scheda di memoria | tarjeta de memoria |  |
|  | **microSD card** | microSD card used in a mobile device (e.g. for storing photos or music) | microSD card | carte micro-SD | microSD-Karte | scheda microSD | tarjeta microSD |  |
|  | **memory card tray** | Tray for the memory card of a mobile device | memory card tray | logement; tiroir de carte | Kartenhalter | allogiamento della scheda; vassoio per schede | bandeja para la(s) tarjeta de memoria |  |
|  | **USB power adaptor** | Connector for providing DC power to a mobile device via a USB interface | USB power adaptor | adapteur USB | USB-Adapter | connettore USB | conector/adaptador de(l) cargador USB |  |
|  | **USB type-C connector** | Type-C connector for a USB interface | USB type-C connector | connecteur USB Type C | USB Typ-C-Kabel | connettore USB Tipo-C | conector USB-C, USB tipo C |  |
|  | **micro USB connector** | Micro type USB connector | micro USB connector | connecteur micro-USB | Micro-USB-Adapter | connettore Micro USB | conector micro USB |  |
|  | **LED indicator** | Light Emitter Diode indicator used in mobile devices to indicate a certain state (e.g. missed calls) | LED indicator. LED |  |  |  | indicador LED, LED |  |
|  | **main antenna** | antenna used for the telephony network | main antenna, mobile network antenna |  |  |  | antena principal, antena de la red móvil |  |
|  | **GPS** | Global Positioning System | GPS | GPS | GPS | GPS | GPS |  |
|  | **GPS antenna** | Receiver antenna for the Global Positioning System (GPS) | GPS antenna |  |  |  | antena de (para) GPS |  |
|  | **NFC** | Near Field Communication (short range radio technology used to support various functionalities of a mobile device) | NFC | NFC | NFC | NFC | NFC |  |
|  | **NFC antenna** | Antenna for NFC | NFC antenna | antenne NFC | NFC-Antenne | antenna NFC | antena de (para) NFC |  |
|  | **iris recognition** | Functionality of a mobile device for recognising the iris of the user | iris recognition |  |  |  | reconocimieto de iris |  |
|  | **proximity/light sensor** | Sensor used in a mobile device for detecting user proximity or light (the sensor is typically infrared based) | proximity/light sensor | capteur de proximité / luminosité | Annäherungs-/Lichtsensor | sensore di prossimità/luminosità | sensor de proximidad/luz |  |
|  | **heart rate sensor** | Sensor used in a mobile device for detecting the heart rate of the user | heart rate sensor | capteur de fréquence cardiaque | Herzfrequenzsensor | sensore frequenza cardica | sensor de frequencia cardiaca; |  |
|  | **fingerprint sensor** | Fingerprint sensor of a mobile device (often used to unlock the device) | fingerprint sensor | capteur d'empreintes digitales | Fingerabdrucksensor | sensore riconoscimento impronte digitali; sensore di impronte | sensor de huellas dactilares |  |
|  | **battery** | The internal rechargeable battery of a mobile device (it may or may not be detachable) | battery | batterie | Akku; Batterie | batteria | batería |  |
|  | **wireless charging** | Functionality of a mobile device that allows the charging the mobile device without cables (this functionality is typically based on magnetic induction) | wireless charging | chargement sans fil | induktives Laden; drahtlos aufladen | ricarica wireless | carga sin hilos; carga inalámbrica |  |
|  | **overheating** | Excessive temperature of a mobile device that is perceivable by the user | overheating |  |  |  | sobrecalentamiento |  |
|  | **fast charging** | Functionality of a mobile device for the rapid charging of the battery | fast charging | chargement rapide | Schnellladen | ricarica rapida | carga rápida |  |
|  | **charging speed** | Speed at which the battery of the mobile device can be charged | charging speed | vitesse de chargement | Ladezeit | tempo di caricamento | velocidad de carga |  |
|  | **wireless charging coil** | Coil used for wireless charging | wireless charging coil |  | Ladegerät für induktives Laden; Ladegerät für drahtloses Laden |  | bobina de (para) carga sin hilos (inalámbrica) |  |
|  | **pen** | Pencil-like device used for several functions on a touchscreen | pen |  |  |  | lápiz |  |

### 6.2.3 General terms: Other physical items

This sub-category is used for physical elements not corresponding to what in technical terms is defined as “Hardware” or external to the device itself. They are shown in table 2.

Table 2: General terms: Other physical items

| Index | Technical term | Functional description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **user manual** | User manual (user guide) provided in physical (paper) or electronic (e.g. PDF-file) with the mobile device, containing information about how to use the device safely | user manual | mode d'emploi; guide de l'utilisateur | Benutzerhandbuch | manuale dell'utente; guida per l'utente | manual (guia) de(l) usuario |  |
|  | **quick start guide** | a short user manual (user guide) provided in physical (paper) or electronic (e.g. PDF-file) with the mobile device, containing information on setting up the device for first use and on basic interaction principles | quick start guide | guide de démarrage rapide; aperçu rapide | Kurzanleitung; Schnellstarthandbuch | sguardo rapido; quick start guide | manual (guía) rápido(a); guía de inicio rápido |  |
|  | **battery charger** | Device used for charging the batteries of a mobile device | battery charger | chargeur; chargeur des batteries | Ladegerät | caricabatterie | cargador de batería |  |
|  | **USB cable** | USB interface cable used inter alia for exchanging information (e.g. photos) between a mobile device and other devices (e.g. a PC) | USB cable | câble USB | USB-Kabel | cavo USB | cable USB |  |
|  | **earphone / headphone / headset** | Device used for listening to the phone privately | earphone / headphone / headset | écouteurs | Kopfhörer | cuffie; auricolari | auriculares, auriculares con micrófono |  |
|  | **Bluetooth headset** | Device used for listening to the phone privately connected via Bluetooth wireless connection | Bluetooth headset | écouteurs Bluetooth | Bluetooth-Kopfhörer; Bluetooth Headset |  | auriculares (conectados mendiante) Bluetooth |  |

### 6.2.4 General terms: Software

Software-related terms refer to the few terms used in computing science for Software items that that are exposed to the end user. The meaning of each software-related general term is explained in table 3, and the language-specific versions of the basic commands in the five languages are presented.

Table 3: General terms: Software

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **operating system** | The operating system of a mobile device (e.g. iOS or Android) | operating system | système d'exploitation | Betriebssystem | sistema operativo | sistema operativo |  |
|  | **multitasking** | Capability of the operating system of a mobile device to execute several tasks/programs at the same time | multitasking | mode multitâche | Multitasking | multitasking | multitarea |  |
|  | **wizard (software assistant)** | A software wizard or setup assistant is a user interface type that presents a user with a sequence of dialog boxes that lead the user through a series of well-defined steps | wizard; software assistant |  |  |  | asistente |  |
|  | **software update** | Ability to update the device operating system or other software | software update | mise à jour logicielle; mise à jour système | Software-Update | aggiornamento di sistema | actualización del software |  |

### 6.2.5 General terms: Control functions: buttons and keys

Devices or software items used for interaction of the end user with the device. This sub-category describes those perceived by the end user as a “button”. They can be real physical buttons or software representations. The meaning of each term is explained in table 4, and the language-specific versions of the basic commands in the five languages are presented.

Table 4: General terms: Control functions: buttons and keys

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **soft buttons** | Control keys represented in the display of a mobile device and activated by means of the device’s touch capability | soft buttons | touches tactiles; touches virtuelles | Tasten | tasti virtuali; pulsanti | botones programables; botones virtuales; botones táctiles |  |
|  | **navigation bar** | Bar represented in the display of a mobile device used for navigation (i.e. for highlighting and/or selecting an entry in a menu or list) | navigation bar | barre de navigation | Navigationsleiste | barra di navigazione | barra de navegación |  |
|  | **recently-used button** | Soft or hard key of a mobile device used to recall recently-used features or calls | recently-used button | touche applications récentes | "Zuletzt verwendet"-Taste | tasto applicazioni recenti | botón de aplicaciones recientes |  |
|  | **home button** | Soft or hard key of a mobile device used to open the main screen | home button | touche acceuil | Home-Taste; "Start"-Taste | tasto home | botón de inicio |  |

### 6.2.6 General terms: Control functions: gestures

Control gestures are an important mechanism of interaction of the end user with the device. This sub-category describes those UI elements perceived by the end user as a “button”, nowadays most often implemented using the capabilities of the touchscreen, requiring touching the screen (with one or more fingers). Depending on the way the user touches the screen, actions happens. The meaning of each term is explained in table 5, and the language-specific versions of the basic commands in the five languages are presented.

Table 5: General terms: Control functions: gestures

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **touch input** | Control gestures used for operating a mobile device or for inputting data into the device using the device’s touch screen | touch input; gestures | commandes tactiles | Toucheingabe | gesti touch | gestos |  |
|  | **tapping** | Touch control gesture of briefly touching the screen of a mobile device | tapping | appuyer | antippen; tippen | toccare | pulsar; pulsar una vez; tocar; tocar una vez; hacer click |  |
|  | **tapping and holding** | Touch control gesture of touching the screen of a mobile device and keeping the finger on it | tapping and holding | maintenir appuyé | gedrückt halten; berühren und halten | toccare e tenere premuto | pulsar y mantener; tocar y mantener |  |
|  | **dragging** | Touch control gesture of touching the screen of a mobile device and subsequently moving the finger | dragging | glisser; faire glisser | ziehen | trascinare | arrastrar |  |
|  | **double-tapping** | Touch control gesture of briefly touching twice the screen of a mobile device | double-tapping | appuyer deux fois | doppeltippen; zweimal tippen; zweimal antippen | toccare due volte; doppio tocco | pulsar dos veces; hacer doble click |  |
|  | **double-tapping and holding** | Touch control gesture of double tapping the screen of a mobile device and holding | double-tapping and holding |  |  |  | pulsar dos veces manteniendo el dedo en la pantalla |  |
|  | **swiping** | Touch control gesture of quickly moving (“swiping”) one’s finger across the screen of a mobile device | swiping | faire glisser avec un doigt | wischen | scorrere | deslizar |  |
|  | **spreading** | Touch control gesture of touching the screen of a mobile device with two fingers and moving them apart | spreading | écarter les doigts; écarter deux doits | Finger auseinanderziehen; Finger spreizen | allontare due dita | tocar y separar los dedos |  |
|  | **pinching** | Touch control gesture of touching the screen of a mobile device with two fingers and moving them closer | pinching | rapprocher les doigts; pincer deux doigts | Finger zusammenziehen; Finger zusammenführen | avvincinare le dita; pizzicare | tocar y acercar los dedos; tocar y juntar los dedos |  |

### 6.2.7 General terms: Basic functions

Basic functions terms are used frequently across a wide range of applications but they have similar effects, irrespective of the context in which they are employed The meaning of each term is explained in table 6, and the language-specific versions of the basic commands in the five languages are presented.

Table 6: General terms: Basic functions

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **on/off** | Statuses of a mobile device (activated / deactivated) | on/off | marche arrêt | Ein-/Aus | acceso/spento | encendido/apagado |  |
|  | **turning the device on** | User activity of turning a mobile device on | turning the device on | allumer le téléphone; allumer l'appareil | Telefon einschalten; Gerät einschalten | accendere il dispositivo; accendere il telefono | encender el teléfono (dispositivo) |  |
|  | **turning the device off** | User activity of turning a mobile device off | turning the device off | éteindre le téléphone; éteindre l'appareil | Telefon ausschalten; Gerät ausschalten | spegnere il dispositivo; spegnere il telefono | apagar el teléfono (dispositivo) |  |
|  | **restarting the device** | User activity (or device functionality) of restarting a mobile device | restarting the device | redémarrer le téléphone; redémarrer l'appareil | Telefon neu starten; Gerät neu staten | spegriavviare il dispositivo; riavviare il telefono | reiniciar el teléfono (dispositivo) |  |
|  | **login** | User activity of logging into a mobile device | login | se connecter | anmelden | accedere | inicio de sesión |  |
|  | **emergency mode** | Special mode of a mobile device that only allows the user to make emergency calls and use a limited set of functions, and that saves battery power | emergency mode | mode urgence | Notfall-Modus; Notruf-Funktion | modalità di emergenza | modo de emergencia |  |
|  | **flight mode** | Mode of a mobile device with deactivated radio functions | flight mode | mode avion | Flugmodus | modalità aereo | modo avión |  |
|  | **charging the battery** | User activity (or device functionality) of charging the battery of a mobile device | charging the battery | charger la batterie | Akku aufladen; Batterie aufladen | caricare la batteria | cargar la batería |  |
|  | **setup** | User activity (or device functionality) of setting up a mobile device | setup | configurer; démarrage | Einrichtung | configurazione | configuración |  |
|  | **initial setup** | User activity (or device functionality) of setting up a mobile device for first use | initial setup | configuration initiale | Ersteeinrichtung; Konfigurieren des Telefons | configurazione iniziale | configuración inicial |  |
|  | **reset to factory settings** | User activity (or device functionality) of resetting a mobile to factory settings | reset to factory settings | réinitialiser valeurs d'usine; rétablir les paramètre par défaut | auf die Werkseinstellungen zurücksetzen | ripristinare le impostazioni di default/dati di fabbrica; eseguire il ripristino ai dati di fabbrica | restablecer los ajustes de fábrica |  |
|  | **setting** | Parameter of a mobile device that can be adjusted by the user or remotely by a service provider | setting | réglage; paramètre | Einstellung | impostazione | ajustes, configurar ajustes |  |
|  | **inserting a memory card** | User activity of inserting a memory card into mobile device | inserting a memory card | installer une carte mémoire; insérer une carte mémoire | Speicherkarte einlegen | inserire una scheda di memoria | inserir una tarjeta de memoria |  |
|  | **formatting a memory card** | User activity (or device functionality) of formatting a memory card in a mobile device | formatting a memory card | formater une carte mémoire | Speicherkarte formatieren | formattare una scheda di memoria | formatear una tarjeta de memoria |  |
|  | **removing a memory card** | User activity of removing a memory card from a mobile device | removing a memory card | retirer une carte mémoire; extraire une carte mémoire | Speicherkarten entfernen; Speicherkarte entnehmen | rimuovere una scheda di memoria; estrarre una scheda di memoria | extraer una tarjeta de memoria |  |
|  | **unmount** | Functionality of a mobile device to logically disconnect a device such as a memory card | unmount | démonter | auswerfen | disattivare (una scheda di memoria) | desinstalar |  |
|  | **welcome screen** | Display of a mobile device with initial / top-menu level functionalities | welcome screen | écran d'accueil | Startbildschirm; Home-Bildschirm | schermata home | pantalla de inicio; pantalla de bienvenida |  |
|  | **lock screen** | Display of a mobile device displayed when the device is locked | lock screen | écran de verrouillage | Sperrbildschirm | schermate di blocco | pantalla de bloqueo |  |
|  | **status bar** | Screen area of a mobile device with indications of selected device status information | status bar | barre de l'état | Statusleiste | barra di stato | barra de estado |  |
|  | **app** | Software program (application) designed to be run on a mobile device | app | application; app | App; Anwendung | app; applicazione | aplicación |  |
|  | **installing apps** | User activity (or device functionality) of installing an app on a mobile device | installing apps | installer une application; installer une app | Anwendungen installieren; Apps installieren | installare un'applicazione; installare un'app | instalar aplicaciones |  |
|  | **running apps** | User activity (or device functionality) of running an app on a mobile device | running apps | ouvrir une app/application; démarrer une app/application | Anwendungen/Apps ausführen; Anwendungen/Apps öffnen | aprire/eseguire un'app; aprire/eseguire un'applicazione | ejecutar aplicaciones; abrir aplicaciones |  |
|  | **updating apps** | User activity (or device functionality) of updating an app on a mobile device | updating apps | mettre à jour une app/ application | Apps aktualisieren; Anwendungen aktualisieren | aggiornare un'applicazione; aggiornare un'app | actualizar aplicaciones |  |
|  | **deleting apps** | User activity (or device functionality) of deleting an app from a mobile device | deleting apps | supprimer une app/ application; désinstaller une app/ application | Apps deinstallieren / entfernen; Anwendungen deinstallieren / entfernen | eliminare un'applicazione; disinstallare un'applicazione; disinstallare un'app | eliminar aplicaciones |  |
|  | **navigation app** | App that can be run on a mobile device that provides navigation guidance to the user | navigation app | application de navigation | Navigations-App | un'applicazione di navigazione | aplicación de navegación; aplicación de mapas |  |
|  | **recording videos** | User activity (or device functionality) of recording a video on a mobile device | recording videos | enregistrer une vidéo | ein Video aufnehmen | registrare un video | grabar videos |  |
|  | **streaming videos** | User activity (or device functionality) of streaming a video on a mobile device | streaming videos | diffuser des vidéos | Videos streamen | streaming di video; vedere un video in streaming | ver videos;- transmitir videos (a otros dispositivos) |  |
|  | **(playing) games** | User activity of using game apps on a mobile device | (playing) games | jouer des jeux | Spiele spielen | giocare die giochi | juegos (jugar) |  |
|  | **make backup copies** | User activity (or device functionality) of making backup copies of data or media from a mobile device on a second device (e.g. a memory card) or a cloud storage | make backup copies | sauvegarder des données | Sicherungskopien machen / erstellen; Daten sichern | esequire/effettuare il backup dei dati; effetuare/salvare una copia dei dati | hacer cipias de seguridad |  |
|  | **save / secure** | Activity of saving information for later access / use |  | sauvegarder / sécuriser | speichern; sichern | proteggere; savlare |  |  |
|  | **email** | Email (electronic mail) that can be generated, received, stored, etc. on a mobile device | email | e-mail; message | E-Mail | e-mail | correo electrónico |  |
|  | **view** | User activity of viewing data or media on a mobile device | view | afficher | anzeigen; ansehen | mostrare; visualizzare | visualizar; mostrar; ver |  |
|  | **search** | User activity (or device functionality) of searching for data or media on a mobile device | search | chercher; rechercher | suchen; durchsuchen | cercare; ricercare | buscar |  |
|  | **print** | User activity (or device functionality) of printing data or media stored on a mobile device | print | imprimer | drucken | stampare | imprimir |  |
|  | **edit** | User activity (or device functionality) of editing data or media stored on a mobile device | edit | modifier | bearbeiten | modificare | editar; modificar |  |
|  | **share** | User activity (or device functionality) of making data or media stored on a mobile device available to other users or services | share | partager | teilen | condividere | compartir |  |
|  | **upload** | User activity (or device functionality) of uploading data or media stored on a mobile device available to another location (e.g. a cloud server) | upload | charger | hochladen | caricare | cargar/subir (a/en un servidor, la nube) |  |
|  | **download** | User activity (or device functionality) of downloading data or media stored on another location stored (e.g. a cloud server) onto a mobile device | download | télécharger | herunterladen | scaricare | descargar |  |
|  | **rename** | User activity (or device functionality) of renaming a file of data or media stored on a mobile device | rename | renommer | umbenennen | rinominare | renombrar, cambiar el nombre |  |
|  | **add (item)** | User activity (or device functionality) of adding an item (e.g. an image of sound file) on a mobile device | add (item) | ajouter | hinzufügen | aggiungere | añadir |  |
|  | **delete (item)** | User activity (or device functionality) of deleting an item (e.g. an image of sound file) from a mobile device | delete (item) | supprimer | löschen | eliminare; cancellare | eliminar; borrar |  |
|  | **rearrange** | User activity (or device functionality) of rearranging items (e.g. image files) on mobile device | rearrange | réorganiser; déplacer | anordnen | spostare; rioganizzare | ordenar, reorganizar |  |
|  | **syncing (with)** | User activity (or device functionality) of syncing (selected) data items stored on mobile device with an external device (e.g. a cloud server) | syncing (with) | synchroniser | synchronisieren | sincronizzare | sincronizar (con) |  |
|  | **multi window** | Device functionality of (optionally) displaying contents on more than one screen | multi window | fenêtres multiples; écran partagé | geteilter Bildschirm | schermo diviso; finestre multiple | multiples ventanas; pantalla dividida |  |
|  | **cloud** | Cloud-based services, including web applications, software as a service, and online backup | cloud | could | Cloud | cloud | nube |  |
|  | **roaming** | User activity (or device functionality) of connecting a mobile device to another network than the home network (i.e. the one associated with the main subscription) | roaming | itinérance | Roaming | roaming; roaming dati | itinerancia; roaming |  |
|  | **mobile hotspot** | Ability of a mobile device to operate the device as a Wi-Fi base station, sharing the mobile data connection with other Wi-Fi devices (related to tethering) | mobile hotspot | point d'acccès mobile/Wi-Fi | WLAN-Hotspot; mobiler Hotspot | hotspot Wi-Fi | compartir la conexión a internet mediante Wi-Fi; convertir el teléfono en un punto de acceso Wi-Fi |  |
|  | **tethering** | Ability of a mobile device to act as a mobile hotspot (sharing a mobile data connection with other devices) | tethering | partage de connexion; tethering | Tethering | tethering | compartir la conexión a internet |  |
|  | **location** | Location information referenced by the functionality of a mobile device | location | lieu; emplacement; position | Standort; Ort | positione; località | ubicación; localización |  |
|  | **profile** | Set of parameters defined and accessed by an individual user of a mobile device | profile; user profile | profil | Profil | profilo | perfil; perfil de usuario |  |
|  | **notification** | Notification function (e.g. news or incoming e-mails) displayed by a mobile device | notification | notification | Benachrichtigung | notifica | notificación |  |
|  | **wake-up set** | Activity of setting the alarm-clock functionality of a mobile device | wake-up set | alarme activée | Wecker stellen; Alarm einstellen | sveglie attivate; sveglie impostate | configurar/activar/programar una alarma (el despertador) |  |
|  | **ring tone** | Ring tone (often individually selectable) of a mobile device | ring tone | sonnerie | Klingelton | suoneria | tono de llamada; timbre de llamada |  |
|  | **text entry** | Activity of entering text into a mobile device | text entry | saisir du text; saisie de text | Texteingabe | inserimento (del) testo | introducir texto, escribir y editar texto |  |
|  | **sounds** | sounds used as indication of incoming calls, events, alarms or notifications | sounds | sons | Töne | suoni | tono de llamada; timbre de llamada |  |
|  | **vibration** | vibration of the phone used as indication of incoming calls, events, alarms or notifications | vibration | vibreur | Vibration | vibrazione | vibración |  |
|  | **voice command** | Voice-based interaction method used with mobile devices | voice command | saisie vocale; commande vocale | Sprachbefehl | comando vocale | comando de voz |  |
|  | **voice interface** | Voice-based interface used with mobile devices | voice interface |  | Sprachsteuerung |  | control por voz |  |

### 6.2.8 General terms: Radio

Although the end-user is normally not aware of the technical complexity of a mobile phone, there are a few radio-related terms the user is exposed to. These terms typically define technical radio features and are perceived as such by the end-user. They are described in user manuals and in some cases –but not all- are used or activated with user participation. In other cases, they are exposed to the end –user to allow understanding of radio considerations such as good/bad coverage or high/low data rate.

The meaning of each term is explained in table 7, and the language-specific versions of the basic commands in the five languages are presented.

Table 7: General term: Radio

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **signal** | RF signal transmitted to and received by a mobile device (used for the mobile network signal as well as for Wi-Fi, Bluetooth or GPS signals) | mobile network signal | signal | Signal | segnale | señal de la red móvil |  |
|  | **signal strength** | Intensity of the RF signal received by a mobile device | signal strength | puissance du signal; intensité du réseau | Signalstärke | potenza del segnale; intensità del segnale | Intensidad de la señal |  |
|  | **signal strength indicator** | Indicator of signal strength received by a mobile device (typically a symbol or icon in the upper side of the display) | signal strength indicator | icône de puissance du signal; icône d'intensité du réseau | Statussymbol Signalstärke | icona della potenza del segnale; icona dell' intensità del segnale | indicador de Intensidad de la señal |  |
|  | **weak signal** | State of a mobile device of receiving signals that are weak (possibly too weak to allow the use of certain functionality such as making or receiving phone calls) | weak signal | signal faible | schwaches Signal | segnale debole | señal débil |  |
|  | **Network** | A radio network, typically the mobile service network | Network; mobile network | réseau; réseau cellulaire | Netz; Mobilfunknetz | rete cellulare | red; red móvil |  |
|  | **GPRS network** | GPRS radio connection in the mobile service network | GPRS network | réseau GPRS | GPRS-Netz | rete GPRS | red GPRS |  |
|  | **EDGE network** | EDGE radio connection in the mobile service network | EDGE network | réseau EDGE | EDGE-Netz | rete EDGE | red EDGE |  |
|  | **UMTS network** | UMTS (3G) radio connection in the mobile service network | UMTS network | réseau 3G | UMTS-Netz | rete UMTS; rete 3G | red UMTS |  |
|  | **HSDPA network** | HSDPA radio connection in the mobile service network (sometimes referred to as 3.5 G) | HSDPA network | réseau HSPA | HSPA-Netz | rete HSDPA | red HSDPA |  |
|  | **HSPA+ network** | HSPA+ radio connection in the mobile service network (sometimes referred to as 3.5 G) | HSPA+ network | réseau HSPA+ | HSPA+-Netz | rete HSDPA+ | red HSPA+ |  |
|  | **LTE network** | LTE (4G) radio connection in the mobile service network | LTE network | réseau LTE | LTE-Netz | rete LTE | red LTE, red 4G |  |
|  | **Wi-Fi** | Short range license-exempt radio based on IEEE 802,11 standard | Wi-Fi | Wi-Fi | WLAN | Wi-Fi | Wi-Fi |  |
|  | **Bluetooth** | Short range license-exempt radio based on the Bluetooth/IEEE 804.15 standard | Bluetooth | Bluetooth | Bluetooth | Bluetooth | Bluetooth |  |

## 6.3 Accessibility terms

### 6.3.1 Overview

Accessibility terms provide access to the necessary settings, device adjustments, specific functionality and connectivity to adapt the device UI to the functional variations among end users. For the purpose of this document, these are classified into the following six sub-categories:

* Settings;
* Vision;
* Hearing;
* Interaction and dexterity;
* Learning/cognitive; and
* Media.

### 6.3.2 Accessibility terms: Settings

Accessibility settings provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users.

Table 8: Accessibility terms: Settings

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **accessibility settings** | Place for setting up the desired behaviour of a device with regard to users’ accessibility preferences |  |  |  |  |  |  |
|  | **accessibility shortcuts** | Direct access to a set of accessibility settings (e.g. Assistive touch, Invert colours or Voice over) |  |  |  |  |  |  |
|  | **accessibility scanner** | A (Google) tool that suggests accessibility improvements for (Android) apps without requiring technical skills. Can be used to suggest changes to developers or to perform own changes |  |  |  |  |  |  |
|  | **assistive touch** | Accessibility feature to help people with motor skill impairments perform on-screen gestures, or tap an on-screen home button instead of pressing the home button |  |  |  |  |  |  |
|  | **pairing** | see Bluetooth |  |  |  |  |  |  |
|  | **high contrast theme (a.k.a. Blacked or Dark mode; see also Invert colours)** | A way to increase the colour contrast of text, borders and images on the screen, in order to make them more visible and easier to read and identify |  |  |  |  |  |  |
|  | **(Classic) Invert colours** | Apple’s classic “invert colours” accessibility feature, a function that inverts all colours on the display for users with vision impairments that either have trouble reading the normal user interface or experience discomfort when staring at the default light colour scheme for prolonged periods of time |  |  |  |  |  |  |
|  | **smart invert colours** | Instead of inverting all colours, this feature only inverts the UI (graphics, images, and app icons are all preserved in their original form. The result is a dark UI or dark mode for iOS 11 with the rest of the content mostly remaining the same |  |  |  |  |  |  |
|  | **colour filters** | A number of filters to rearrange colour presentation and perception on devices, to help compensate for colour blindness, protanopia, deuteranopia, tritanopia, etc. |  |  |  |  |  |  |
|  | **reduce white point** | The “Darkening of white” or “Paling out the screen”. A way to reduce bright colour intensity, making the screen insipid and easier for the eyes |  |  |  |  |  |  |
|  | **switch control** | Lets the user control a device using a single, or multiple switches (to e.g. select, tap, drag, type or draw) |  |  |  |  |  |  |
|  | **zoom** | By pressing a series of keys, an entire screen or app window can be focused on, and enlarged |  |  |  |  |  |  |

### 6.3.3 Accessibility terms: Vision

Accessibility terms related to vision provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users with regard to vision.

Table 9: Accessibility terms: Vision

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **voice-over** | A production technique where a voice, not part of the narrative, is used in a presentation. The voice-over is read from a script and may be spoken by someone who appears elsewhere in the production, or by a voice specialist |  |  |  |  |  |  |
|  | **speaking rate** | The number of spoken words per minute |  |  |  |  |  |  |
|  | **voice selection** | The user can select the preferred voice to use (from a set of pre-defined voices) |  |  |  |  |  |  |
|  | **pitch** | (higher or lower) Voice tones |  |  |  |  |  |  |
|  | **media descriptions** | All non-text content presented to the user has a text alternative, serving the equivalent purpose |  |  |  |  |  |  |
|  | **Braille** | Support for Braille chords or displays |  |  |  |  |  |  |
|  | **(VoiceOver) rotor** | VoiceOver multi-control |  |  |  |  |  |  |
|  | **zoom** | A way to magnify the entire screen of a device |  |  |  |  |  |  |
|  | **smart typing** | Will switch to Window zoom when a keyboard appears and move the window so that text is zoomed but the keyboard is not |  |  |  |  |  |  |
|  | **zoom region** | Selection between full screen or a (specific) window zoom |  |  |  |  |  |  |
|  | **show controller:** | The Zoom controller allows quick access to zoom controls |  |  |  |  |  |  |
|  | **magnify** | Lets the user use the camera of a device to quickly magnify things |  |  |  |  |  |  |
|  | **magnifier widget:** | A tool for magnification, using the device as a magnifier gadget |  |  |  |  |  |  |
|  | **display accommodations** | Inverting colors and implementing grayscale have all been consolidated under Display Accommodations in Accessibility, and Apple has added the ability to activate color filters to help |  |  |  |  |  |  |
|  | **speak screen** | Option to hear the content of a screen |  |  |  |  |  |  |
|  | **larger text** | Option to see larger characters and graphical elements |  |  |  |  |  |  |
|  | **button shapes** | Option to select among multiple button shapes |  |  |  |  |  |  |
|  | **transparency** | Option to set desired level of object transparency |  |  |  |  |  |  |
|  | **contrast** | Option to set desired level of contrast in displays |  |  |  |  |  |  |
|  | **reduce motion** | Option to reduce screen movement and motion effects for devices (including screen transitions, parallax effect and animation effects) |  |  |  |  |  |  |
|  | **Refreshable Braille Display (RFBD)** | Externally connected devices that display what the VoiceOver says, also including keys and various tabs that can be used for navigation, toggling, turning speech on/off and typing |  |  |  |  |  |  |

### 6.3.4 Accessibility terms: Hearing

Accessibility terms related to hearing provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users with regard to hearing.

Table 10: Accessibility terms: Hearing

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **MFi hearing devices** | Made for iPhone hearing devices, providing features of easy connectivity and additional convenience to iPhone users |  |  |  |  |  |  |
|  | **LED flash for alerts** | LED-based notification feature |  |  |  |  |  |  |
|  | **mono audio** | Monophonic sound reproduction (often shortened to mono) is sound intended to be heard as if it were emanating from one position |  |  |  |  |  |  |
|  | **noice cancellation** | A technology to reduce ambient noice during phone calls, or media retrieval |  |  |  |  |  |  |
|  | **sound balance** | Balancing of two or several audio channels |  |  |  |  |  |  |
|  | **hearing aid compatibility** | A way to improve audio quality when connecting with certain hearing aids (including specifically recommended ones) |  |  |  |  |  |  |
|  | **talk- back** | An accessibility service that helps vision-impaired users interact with their devices, using spoken word, vibration and other audible feedback to inform the user about what's on the screen, what is touched, and what can be done with it |  |  |  |  |  |  |

### 6.3.5 Accessibility terms: Interaction and dexterity

Accessibility terms related to interaction and dexterity provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users with regard to interaction and dexterity.

Table 11: Accessibility terms: Interaction and dexterity

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **direction lock** | A series of customizable directional swipes or a preference to block screen format changes due to direction changes or movement |  |  |  |  |  |  |
|  | **timing** | Allow users to complete tasks without unexpected changes in content or context as a consequence of time limits |  |  |  |  |  |  |
|  | **loops** | Actions repeated over and over |  |  |  |  |  |  |
|  | **long press** | A setting adjusting the amount of time before touch of the screen surface becomes touch and hold |  |  |  |  |  |  |
|  | **point scanning** | A feature that allows users with very limited mobility to control their device by selecting a point on the screen by pinpointing it with scanning crosshairs |  |  |  |  |  |  |
|  | **item mode** | The default mode: items on the screen are highlighted one at a time and are selected by activating the switch |  |  |  |  |  |  |
|  | **point mode** | The user can select a point on the screen and interact with it. Once the point is selected, the user can tap on it, but also emulate other gestures like dragging, swiping, flicking, pinching, etc. This gives the user access to all multi-touch features in devices |  |  |  |  |  |  |
|  | **assistive touch** | An accessibility shortcut helping the user to control a device, help perform gestures, 3D touch or activate an assistant or feature |  |  |  |  |  |  |
|  | **3D touch** | A function revealing different options and attributes (e.g. content previews, actions and contextual menus) based on pressure strength |  |  |  |  |  |  |
|  | **3D touch sensitivity** | Possibility to adjust the amount of pressure needed to activate and use 3D touch |  |  |  |  |  |  |
|  | **touch accomodations** | Definition of a device’s screen responsiveness based on touch direction, number or location |  |  |  |  |  |  |

### 6.3.6 Accessibility terms: Learning and cognitive assistance

Accessibility terms related to learning and cognitive assistance provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users with regard to learning and cognitive assistance.

Table 12: Accessibility terms: Learning and cognitive assistance

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **guided access** | A preference setting that keeps the device in a single application, allowing the user to control which features are available |  |  |  |  |  |  |
|  | **simplified text** | Preference for the presentation of written information addressing users with lower text processing cognitive capabilities |  |  |  |  |  |  |
|  | **notification reminder** | A tool allowing for the activation of reminders with regard to certain functionality (e.g. the intake of food, fluids or medicine) |  |  |  |  |  |  |
|  | **assistance** | A service allowing for the request of help from a human assistant (remotely, or in person – e.g. a Social care alarms) |  |  |  |  |  |  |

### 6.3.7 Accessibility terms: Media

Accessibility terms related to media provide access to device adjustments and connectivity settings, adapting the device UI to the functional variations of end users with regard to media.

Table 13: Accessibility terms: Media

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **subtitles** | A way to translate a medium into another (written) language |  |  |  |  |  |  |
|  | **captioning** | A service to aid hearing-impaired members of audiences (more adaptable to live broadcasts such as news or sports events) |  |  |  |  |  |  |
|  | **close captions** | Captions not visible until activated by the viewer (via a remote control, or a menu option). "Open", "Burned-in", "Baked on", or "Hard-coded" captions are visible to all viewers |  |  |  |  |  |  |
|  | **SDH** | Text presentation style term originating from the USA: Subtitles for the deaf or hard-of-hearing |  |  |  |  |  |  |
|  | **audio descriptions** | Audio description (a.k.a. Descriptive audio/ video) is required when important information is displayed on the screen that cannot be observed by a vision-impaired user |  |  |  |  |  |  |
|  | **prefer(ence for) audio descriptions** | Play audio descriptions automatically (when available) |  |  |  |  |  |  |

## 6.4 Telephony services

### 6.4.1 Overview

This clause addresses telephony services that is an essential part of ETSI’s standardization focus.

Previous work, such as [i.1] and [i.2] is taken into account and a user focus is applied through the reduction of technical complexity by merging categories of features and functionality in cases where distinguishing these make little sense and is mostly not understood by end users.

Telephony service-related terms are classified in the following six sub-categories:

* Device UI;
* Device UI and functionality;
* Basic voice call handling;
* System- and network services;
* Data access and services; and
* IP telephony.

### 6.4.2 Device UI

This clause covers aspects related to the user interface of devices.

Table 14: Telephony services terms: Device UI

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **access code** | In MVPN implementations (e.g. a virtual PBX service), the number to dial in order to open an external line. In mobile terminals, the Calling card activation code |  |  |  |  |  |  |
|  | **\* (-key)** | Key on the keypad, used for entering the character "#" and for additional functionality (sometimes referred to as Hashtag, Pound-key or Square) |  |  |  |  |  |  |
|  | **\* (-key) ("Star-key")** | Key on the keypad, used for entering the character "\*" and for additional functionality (e.g. In telephony syntax). |  |  |  |  |  |  |
|  | **12-key keypad** | Telephone keypad with keys for "0" to "9", "\*" and "#" - as defined by ITU-T Recommendation E.161 |  |  |  |  |  |  |
|  | **end (call) physical key or symbol** | Used inter alia to terminate a call |  |  |  |  |  |  |
|  | **send (key) physical key or symbol** | Used inter alia to start dialling |  |  |  |  |  |  |
|  | **mobile data on** | Turn cellular mobile data access ON |  |  |  |  |  |  |
|  | **mobile data off** | Turn cellular mobile data access OFF |  |  |  |  |  |  |
|  | **WiFi on** | Turn 802.11 WLAN data access ON |  |  |  |  |  |  |
|  | **WiFi off** | Turn 802.11 WLAN data access OFF |  |  |  |  |  |  |
|  | **DNS address** | The IP address of the DNS server |  |  |  |  |  |  |
|  | **terminal IP address** | The IP address that the terminal uses when communicating with the network |  |  |  |  |  |  |
|  | **password** | Password to log on to the external data network |  |  |  |  |  |  |
|  | **username** | User ID to log on to the external data network |  |  |  |  |  |  |
|  | **SIM applications** | Operator-specific, SIM-native applications |  |  |  |  |  |  |
|  | **soft-SIM** | Virtual SIM (without a physical SIM); developed by Apple and Gemalto |  |  |  |  |  |  |
|  | **eSIM** | electronic (embedded) SIM, as specified by the GSMA |  |  |  |  |  |  |
|  | **select SIM** | Choose between the use of a SIM card or a Soft-SIM/eSIM, within the same device |  |  |  |  |  |  |
|  | **VPN** | Virtual Private Network, used for secure end-to-end communication. Banned from use in certain countries |  |  |  |  |  |  |
|  | **network list** | Provides a list of available network service providers (performance, services |  |  |  |  |  |  |
|  | **IP address** | The IP address for the WAP gateway or HTTP proxy server |  |  |  |  |  |  |
|  | **APN** | Access Point Name, the address of the GPRS network gateway through which to connect to the external data network, either an IP address or a text string |  |  |  |  |  |  |
|  | **connection type** | The type of data connection used (e.g. GSM, GPRS, or HSXXX) |  |  |  |  |  |  |
|  | **dial type** | Analogue or ISDN connection |  |  |  |  |  |  |

### 6.4.3 Device functionality

This clause covers terminology related to the device functionality, in a mobile ICT context of use.

Table 15: Telephony services terms: Device functionality

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Alarm clock** | Terminal function allowing the user to set an alarm to be activated at a specific time |  |  |  |  |  |  |
|  | **Baby monitoring** | Telephony function initiating a call to a pre-configured number when a pre-set sound level in the surroundings is being exceeded (e.g. to alert parents that a baby is crying) |  |  |  |  |  |  |
|  | **Headset** | Headset (often combined with microphone for hands-free communication) |  |  |  |  |  |  |
|  | **IrDA** | Functionality for using infrared for the purpose of exchanging information between users or terminals |  |  |  |  |  |  |
|  | **PIN** | Personal Identification number, e.g. for registering SIM on mobile networks and for other local terminal features |  |  |  |  |  |  |
|  | **PUK** | Personal Unblocking Key, used to unblock a terminal that has been blocked after a maximum number of wrong PINs has been entered |  |  |  |  |  |  |
|  | **Ringer volume** | Control or indication related to setting the volume of the ringer signalling |  |  |  |  |  |  |
|  | **Show IMEI** | A facility which causes a terminal to display its International Mobile station Equipment Identity (IMEI) |  |  |  |  |  |  |
|  | **SOS** | Indication of functions related to emergency services |  |  |  |  |  |  |
|  | **Voice memo** | Allows the user to record a memo (off line or during a call) for later presentation |  |  |  |  |  |  |
|  | **Presence (status)** | Provides access to or activates the provision of information about a user's (network) presence status to other users/applications |  |  |  |  |  |  |
|  | **QoS** | Provides access to the QoS information (a guaranteed throughput level); a defined measure of performance |  |  |  |  |  |  |
|  | **Update** | Activates a reload of the same information (but with a more recent timestamp, if available) |  |  |  |  |  |  |
|  | **QWERTY** | Selects input through a computer keypad (hardware or on-screen) |  |  |  |  |  |  |
|  | **Hidden application** | Provides access to or information about an application running without being visible to the user |  |  |  |  |  |  |
|  | **Main application** | Provides access to or information about an application with which the user is currently interacting |  |  |  |  |  |  |
|  | **On-line** | Activates a connection to the Internet |  |  |  |  |  |  |
|  | **Off-line** | Terminates a connection to the Internet |  |  |  |  |  |  |
|  | **Storage in network or remote storage** | Initiates storage of data in the network (at some pre-defined or other selectable location) |  |  |  |  |  |  |
|  | **Storage in device** | Initiates storage of data in the device (at some pre-defined or other selectable location, in the device or on a storage unit in the device) |  |  |  |  |  |  |
|  | **Previous version** | Initiates return to the previous version |  |  |  |  |  |  |
|  | **Validate** | Initiates validation |  |  |  |  |  |  |
|  | **Available memory** | Activates the reporting of available, free memory space |  |  |  |  |  |  |
|  | **In device** | Activates the reporting of available, free memory space in the device |  |  |  |  |  |  |
|  | **On memory card** | Activates the reporting of available, free memory space on storage media inserted into the device |  |  |  |  |  |  |
|  | **Over 3G** | Selects connection over the air |  |  |  |  |  |  |
|  | **Over cable** | Selects connection over cable |  |  |  |  |  |  |
|  | **Bad data format** | Indicates a bad (damaged) data format |  |  |  |  |  |  |
|  | **Reconnect** | Initiates connection back to the network from where the connection has (recently) been interrupted |  |  |  |  |  |  |
|  | **Download and replace/ update/install** | Initiates the download and replacement or installation of an application |  |  |  |  |  |  |
|  | **Select connection** | Provides access to or selects the network type |  |  |  |  |  |  |
|  | **Data usage log** | Provides access to a log of data usage or access |  |  |  |  |  |  |
|  | **Assistive technologies** | Provides access to the control of assistive technology or devices |  |  |  |  |  |  |
|  | **Pair** | Initiates the establishment of a connection between the device and accessories (typically over Bluetooth) |  |  |  |  |  |  |
|  | **Accessibility settings** | Provides access to accessibility settings |  |  |  |  |  |  |
|  | **Picture frame rate** | Provides picture frame rate information or selection |  |  |  |  |  |  |
|  | **Connect to the internet** | Activates a connection to the Internet |  |  |  |  |  |  |
|  | **Voice memo** | Record and store audio notes |  |  |  |  |  |  |
|  | **SOS - send location** | Provide the user's location (based on GPS or similar, or mobile system information) in the case of a perceived emergency |  |  |  |  |  |  |
|  | **Access code** | In MVPN implementations (e.g. a virtual PBX service), the number to dial in order to open an external line. In mobile terminals, the Calling card activation code |  |  |  |  |  |  |

### 6.4.4 Voice call handling

This clause addresses the terminology related to the handling of voice calls in a mobile context of use.

Table 16: Telephony services terms: Voice call handling

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Call deflection** | This service enables the served user to respond to an incoming call by requesting redirection of that call to another user, terminal or answering position |  |  |  |  |  |  |
|  | **(Make phone) Call** | Establish (voice) communication link between two (or more) parties |  |  |  |  |  |  |
|  | **Accept/answer a call** | Acceptance of incoming communication from another party - by a human or a machine/messaging system |  |  |  |  |  |  |
|  | **Multi-party call** | A supplementary telephony service that provides a user with the ability to have a multi-connection (voice and/or video) call, i.e. a simultaneous communication with more than one party |  |  |  |  |  |  |
|  | **Alarm call** | The possibility for a user to request an alarm call (or calls) to be made to their line, hearing an appropriate announcement when the call is answered |  |  |  |  |  |  |
|  | **Answered calls list** | List of previously answered calls |  |  |  |  |  |  |
|  | **Automatic call acceptance** | Mode in which incoming calls are automatically accepted |  |  |  |  |  |  |
|  | **Call log** | List of previous incoming, outgoing, and missed calls made from the terminal |  |  |  |  |  |  |
|  | **Auto-redial** | Option for having a busy number automatically re-dialled at specified intervals |  |  |  |  |  |  |
|  | **Contacts (list)** | Allows the user to enter and store names, numbers and other data for easy and fast dialling |  |  |  |  |  |  |
|  | **Cost information** | Provides the user with information on the charging/cost of a call or service |  |  |  |  |  |  |
|  | **Dialled numbers list** | List of previously dialled numbers |  |  |  |  |  |  |
|  | **Handsfree** | Modes of using a telecommunications terminal that do not require the terminal to be held against ear and mouth |  |  |  |  |  |  |
|  | **Microphone off** | Allowing the user to temporarily turn off the microphone during a call |  |  |  |  |  |  |
|  | **Missed calls list** | List of previously missed calls |  |  |  |  |  |  |
|  | **Redial** | Allows the user to dial again a previously dialled number |  |  |  |  |  |  |
|  | **Reject calls with hidden number/name** | A call barring service which rejects incoming calls from a source which has implemented Calling Line/Name Identification Rejection |  |  |  |  |  |  |
|  | **Rejected calls list** | List of previously rejected calls |  |  |  |  |  |  |
|  | **Reverse charging** | A service allowing a called user to be charged for the actual communication, that is, for usage-based calls |  |  |  |  |  |  |
|  | **Selective call deflection** | Option for deflecting specified calls (e.g. from a pre-defined list of callers or only at certain times) |  |  |  |  |  |  |
|  | **Show name / number to calling party** | Connected Line Identification Presentation, to identify the number of the called party, e.g. to know whether the B-party has forwarded their calls |  |  |  |  |  |  |
|  | **Show name to called party** | This service provides the called party with the possibility to receive identification (name) of the calling party |  |  |  |  |  |  |
|  | **Show number to called party** | This service provides the called party with the possibility to receive identification (number) of the calling party |  |  |  |  |  |  |
|  | **Speakerphone** | Special implementation of hands free (often using a different loudspeaker or loudspeaker mode) |  |  |  |  |  |  |
|  | **Switch calls** | Allows the user to switch between two calls (e.g. from an active call to a call on hold) |  |  |  |  |  |  |
|  | **Transmitter off ("In-flight mode")** | In mobile terminals, to indicate controls and indications related to transmitter-off mode |  |  |  |  |  |  |
|  | **Vibration alarm** | Tactile mode of indicating an incoming call or alarm |  |  |  |  |  |  |

### 6.4.5 System- and network services

This clause addresses the terminology related to telephony system- and network-based services.

Table 17: Telephony services terms: System- and network services

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Call back** | This service allows (a) a calling user A encountering a non-answering destination to be notified when the destination B becomes available and (b) allows a calling user A encountering a busy destination B to have the call completed when the busy destination B becomes idle, without having to make another attempt |  |  |  |  |  |  |
|  | **Call barring** | The service provides the possibility for a fixed or mobile subscriber to prevent all or certain outgoing calls and/or service control operations from his telephone line. The service may be fully service provider controlled, registered by the service provider but subscriber controlled or fully controlled by the subscriber |  |  |  |  |  |  |
|  | **Call by call** | Allows the user to specify a network operator to be used for the next outgoing call |  |  |  |  |  |  |
|  | **Call diversion** | The feature that allows incoming calls to be forwarded to a previously denoted other terminal. |  |  |  |  |  |  |
|  | **Call diversion when busy** | This service permits a served user to re-direct to another number all incoming calls, or just those associated with a specific basic service, addressed to the user's number and meeting busy. |  |  |  |  |  |  |
|  | **Call diversion when no reply** | This service permits a served user to re-direct to another number all incoming calls, or just those associated with a specific basic service, which meet with no reply and are addressed to the user's number. |  |  |  |  |  |  |
|  | **Call tracing** | This service enables a user to request that the source of an incoming call is identified and registered by the network. |  |  |  |  |  |  |
|  | **Call transfer** | The feature that allows to transfer an ongoing call to another user. |  |  |  |  |  |  |
|  | **Call waiting** | This service enables a user to be notified during a call of an incoming call in a waiting position. The notification indicates that no information interface channel is available. The user then has the choice of accepting, rejecting or ignoring the waiting call making use of switching orders. |  |  |  |  |  |  |
|  | **Conference call** | This supplementary service provides a mobile subscriber with the ability to have a multi-connection call, i.e. a simultaneous communication with more than one party. |  |  |  |  |  |  |
|  | **Hide number / name from called party** | This service enables the calling party to prevent presentation of its number or name to the called party. |  |  |  |  |  |  |
|  | **Hide number from caller** | Connected Line Identification Restriction, allows the B-party to suppress presentation of their number to the calling party. |  |  |  |  |  |  |
|  | **Preferred operator** | This service allows the user to select a preferred carrier from a number of alternatives that may be available. |  |  |  |  |  |  |
|  | **Hold call** | This supplementary service allows a user to interrupt communication on an existing call and then subsequently, if desired, to re-establish communication. |  |  |  |  |  |  |
|  | **Call forwarding** | A feature that allows incoming calls to be forwarded to other previously denoted answering positions |  |  |  |  |  |  |
|  | **CLIP**  **("show number to called party" in [i.1])** | A service that provides the called party with the possibility to receive an identity or the identification (number) from the calling party |  |  |  |  |  |  |
|  | **CLIR**  **("hide number / name from called party" in [i.1])** | A service that enables the calling party to prevent the presentation of its number or name to the called party |  |  |  |  |  |  |
|  | **Collective call** | A feature for collective addressing in closed groups |  |  |  |  |  |  |
|  | **Collect call** | Call type where the cost of the call is covered by the party receiving the call |  |  |  |  |  |  |
|  | **Mobile network selection** | Presentation of available networks and selection among them (based on certain criteria) |  |  |  |  |  |  |
|  | **Routing** | A call direction service set up by a service provider. User- controlled or automatic. May be determined by VPN/ virtual presence attributes |  |  |  |  |  |  |
|  | **Roaming** | A mobile network access and service extension (beyond emergency calls) to an area or region that differs from the registered home network location. Roaming may enable access the Internet and other mobile services even outside a well-defined coverage area. |  |  |  |  |  |  |
|  | **Mobile data options** | Presentation of available mobile date choices (possibly including network attributes) |  |  |  |  |  |  |
|  | **Wi-Fi assist** | Automatically use the available mobile data connection when Wi-Fi is not available or satisfactory |  |  |  |  |  |  |
|  | **Wi-Fi calling** | Voice calls connected through a Wi-Fi network without the need to use a specific application or log-in |  |  |  |  |  |  |
|  | **Reset mobile data usage meter and statistics** | Set mobile data usage meter to zero (or another value) |  |  |  |  |  |  |
|  | **Current period** | An applicable time/date period for a certain feature (e.g. amount of mobile data available during a month) |  |  |  |  |  |  |
|  | **Hide number / name from called party** | This service enables the calling party to prevent presentation of its number or name to the called party |  |  |  |  |  |  |
|  | **Hide number from caller** | Connected Line Identification Restriction, allows the B-party to suppress presentation of their number to the calling party |  |  |  |  |  |  |
|  | **Preferred operator** | This service allows the user to select a preferred carrier from a number of alternatives that may be available |  |  |  |  |  |  |
|  | **Hold call** | This supplementary service allows a user to interrupt communication on an existing call and then subsequently, if desired, to re-establish communication |  |  |  |  |  |  |

### 6.4.6 Data access and services

This clause addresses the terminology related to data access and services in a mobile context of use.

Table 18: Telephony services terms: Data access and services

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Personal hotspot** | Sharing of mobile data access between devices or users by creating a personal broadcasting hotspot that also serves as an access point |  |  |  |  |  |  |
|  | **Social care alarm** | A service to request assistance on a single key press (typically provided to older people living alone). |  |  |  |  |  |  |
|  | **Man down** | A feature used by guards and inspection staff, triggering an alarm due to the lack of movement for a pre-set time. |  |  |  |  |  |  |
|  | **GPRS** | Data access supporting the lowest available data transmission rates (in GSM networks) and hardly any services (but the transmission of basic text). |  |  |  |  |  |  |
|  | **EDGE** | Data access supporting low data transmission rates (in 3G networks), enabling basic services. |  |  |  |  |  |  |
|  | **3G - HS\*\*\*** | Data access supporting increasingly higher data transmission rates (in 3G networks), enabling the use of most services offered. |  |  |  |  |  |  |
|  | **4G** | Data access supporting increasingly higher data transmission rates (in 4G networks), enabling the use of all services currently offered. Transiting into 5G. |  |  |  |  |  |  |
|  | **5G** | Data access with the lowest latency and highest data transmission rates currently available. |  |  |  |  |  |  |
|  | **WiFI** | Wireless Fidelity, a marketing trademark for the collective IEEE 802.11X wireless network standards. |  |  |  |  |  |  |
|  | **No data access** | Mobile data access unavailable (typically due to lack of network coverage or technical failure). |  |  |  |  |  |  |
|  | **P(A)BX** | Private Branch Exchange/System services, company-internal. Suggest not to go deeper - and into the 600 private services... |  |  |  |  |  |  |
|  | **VDSL** | Digital subscriber line (DSL) technologies providing data transmission faster than asymmetric digital subscriber lines (ADSL).  Is this relevant? |  |  |  |  |  |  |

### 6.4.7 IP telephony

The current clause addresses terms related to internet protocol (TCP-IP-based) telephony.

Table 19: IP telephony

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Activate *(Skype, WhatsApp or other application)*** | Internet Protocol-enabled and Internet connection-requiring, single-or multimodal, person-to-person or multi-party communication applications (including messaging, file transfer and virtual presence features) |  |  |  |  |  |  |
|  | **Instant messaging (IM)** | The exchange of near real-time messages through a stand-alone application or embedded software. Sessions usually take place between two users in private, back-and-forth style communication sequences |  |  |  |  |  |  |
|  | **Contact request** | Accept contact requests |  |  |  |  |  |  |
|  | **Accept modality** | Accept incoming communication (proposed or alternative modalities) |  |  |  |  |  |  |
|  | **Add contact to ongoing call** | Expand ongoing call to multi-party |  |  |  |  |  |  |
|  | **Block caller** | Ban incoming communication from a certain identity |  |  |  |  |  |  |
|  | **Chat(s)** | Text-based, near-real time communication |  |  |  |  |  |  |
|  | **Contact(s)** | Predefined communication contacts |  |  |  |  |  |  |
|  | **Initiate audio/video call** | Establish communication after modality selection |  |  |  |  |  |  |
|  | **Send message/ Reply with message** | Provide feedback to the caller through a different modality |  |  |  |  |  |  |
|  | **Notification** | Send or accept notification(s) |  |  |  |  |  |  |
|  | **Profile** | Access, edit or use available profile preferences |  |  |  |  |  |  |

## 6.5 Photography

The present clause covers the terminology of photography with mobile devices.

For the purpose of this document, these are classified into the following three sub-categories:

* Taking photos;
* Handling photos; and
* Taking and handling videos.

### 6.5.1 Taking photos

The present section covers the terminology of taking photos with mobile devices.

Table 20: Photography: Taking photos

| Index | Technical term | Functional Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Open camera app** | Activity of activating the functionality of a mobile device for taking a photo | camera; camera app | ouvrir/démarrer l'application caméra; ouvrir/démarrer appareil photo | Kamera; Kamera-App | apprire (l'applicazione) fotocamera | cámara; aplicación cámara; aplicación de la cámara |  |
|  | **Take a selfie** | Activity of taking a photo of oneself with a mobile device (usually with the front camera) | take a self-portrait; take a selfie | prendre un autoportrait | ein Selfie machen; ein Selbstporträt aufnehmen | scattare un selfie; scattare un autoritratto | selfie; autoretrato |  |
|  | **Photo / camera mode** | Functionality mode of a mobile device for taking photos and/or videos | camera mode; photo mode | mode photo | Kameramodus; Aufnhahmemodus | modalità foto; modalità fotocamera | modo de fotografía |  |
|  | **Moving pictures / short video** | Functionality mode of a mobile device for taking short videos / animated photos | video clip; short video | mode image dynamique | Kurzfilm | clip video; modalità immagine in movimento | videoclip; video corto |  |
|  | **Portrait mode** | Functionality mode of a mobile device for taking photos of faces | portrait mode | mode portrait | Porträtmodus | modalità ritratto | modo retrato |  |
|  | **Beauty mode** | Functionality mode of a mobile device for taking photos of people applying beautification filters | beauty mode | mode embelissement | Verschönerungsmodus | modalità bellezza; filtro bellezza | modo embellecimiento |  |
|  | **Shutter (button)** | Control of a mobile device for causing a photo to be taken | shutter button | obturateur | Auslöser | pulsante di scatto; otturatore | obturador; botón obturador |  |
|  | **Burst mode** | Functionality mode of a mobile device for taking a series of photos | burst shots; multiple shots | photo en rafale; mode rafale | Serienbildmodus; Serienaufnahme | multiscatto; foto scattate in sequenza | modo ráfaga; modo disparo contínuo |  |
|  | **Filter** | Manipulation applied to a photo taken or to be taken (originally done by applying a filter to the lens of a camera) | apply a filter | (appliquer un) filtre | Filter (anwenden) | applicare un filtro | aplicar un filtro |  |
|  | **Effect** | Manipulation applied to a photo taken or to be taken (often by distorting elements of the photo or by adding additional ones) | apply an effect | (ajouter un) effet | Effekt (anwenden) | Effetto | aplicar un efecto |  |
|  | **Focus** | Area of the photo (to be taken) that is clear (e.g. the motive is in focus in front of a blurred background) | focus | mise au point | Fokus | fuoco | enfoque |  |
|  | **Lens** | Part of a mobile device that corresponds to the lens of a photo camera | lens; camera lens | objectif | Objektiv | obiettivo | lente |  |
|  | **Still photo** | Functionality of a mobile device enabling the capture of an individual image from an (ongoing) video capture |  | 'prendre une photo pendent l'enregistrement | Standbild | Realizzare un fermo immagine durante un video |  |  |
|  | **Panorama (photo)** | Functionality of a mobile device enabling the capture of a 360° image of the surroundings |  |  | Panoramafoto; Panoramaaufnahme | foto panoramica; panoramica |  |  |
|  | **3D Panorama** | Functionality of a mobile device enabling the capture of a 360° image of the surroundings in 3D | panorama; panoramic photo | (photo) panoramique |  |  | fotografía panorámica |  |
|  | **Close-up photo** | Functionality of a mobile device enabling the capture of a photo from a close distance | close-up photo | photo gros plan | Nahaufnahme | foto ravvincinata | fotografía en primer plano |  |
|  | **Wide-angle photo** | Functionality of a mobile device enabling the capture of a photo in wide angle | wide-angle photo | photo grand angle | Weitwinkelfoto | foto in grandangolo; foto grandangolare | fotografía en gran angular |  |
|  | **Wide aperture mode** | Functionality of a mobile device enabling the capture of a photo in wide angle (same as wide angle?) | wide-aperture emulation mode | mode grand ouverture |  |  | modo de gran apertura |  |
|  | **Flash** | Component of a mobile device that can emit a flash when a photo is taken | flash | flash | Blitz; Blitzlicht | flash | flash |  |
|  | **Flash mode** | Functionality mode of a mobile device that controls whether a flash is emitted when a photo is taken | flash mode | mode flash | Blitzmodus | modalità flash | mode de flash |  |
|  | **Flashlight** | Functionality of a mobile device that allows the use of the device’s camera flash as a flashlight (torch) | flashlight; torch | lampe torche | Taschenlampe |  | linterna |  |
|  | **Zoom in** | Functionality of a mobile device for zooming into a photo (to be taken) | zoom in | effectuer un zoom avant | vergrößern | aumentare lo zoom; zoom avanti | acercar |  |
|  | **Zoom out** | Functionality of a mobile device for zooming out of a photo (to be taken) | zoom out | effectuer un zoom arrière | verkleinern | ridurre lo zoom; zoom indietro | alejar |  |
|  | **Switch cameras** | Functionality of a mobile device for switching between cameras (usually between front and rear camera) | switch between camera | basculer entre l'objectif avant et arrière | zwischen der vorderen und der hinteren Kamera wechseln | cambiare fotocamera; passare dalla telecamera anteriore/posteriore | cambiar de cámera; cambiar entre cámaras |  |
|  | **Front camera** | Camera of the front side of a mobile device (often used for “selfies” and video calls) | front camera | appareil photo avant | vordere Kamera | fotocamera anteriore; camera anteriore | cámara frontal; cámara delantera |  |
|  | **Rear camera** | Camera of the rear side of a mobile device | rear camera; back camera | appareil photo arrière | hintere Kamera | fotocamera posteriore; camera posteriore | cámara posterior; cámara trasera |  |
|  | **Screenshot** | Functionality of a mobile device for capturing the screen contents and saving it as a graphics file | screenshot | capture de l'écran | Bildschirmfoto; Screenshot | screenshot; immagine della schemata | captura; captura de pantalla |  |
|  | **Face detection / recognition** | Functionality of a mobile device for detecting and/or recognising human faces | face detection | détection des visages | Gesichtserkennung | rilevamento volti | detección de caras |  |
|  | **Exposure** | Amount of light per unit area reaching the electronic image sensor of a mobile device capable of photography | exposure | exposition | Belichtung | esposizione | eposición |  |
|  | **Resolution** | The detail (expressed in pixels) an image holds that is being or has been taken by the camera of a mobile device | resolution | résolution | Auflösung | risoluzione | resolución |  |
|  | **Timer** | Functionality of a mobile device for delaying a photo to be taken | timer | minuteur | Timer | timer | temporizador |  |
|  | **HDR** | High Dynamic Range, optional increased dynamic range for photos to be taken by the camera of a mobile device | HDR | HDR | HDR | HDR | HDR |  |
|  | **White balance** | Also referred to as colour balance, the global adjustment of the intensities of colours for cameras of mobile devices | white balance | Balance des blancs | Weißabgleich | bilanciamento del bianco | Balance de blancos |  |

### 6.5.2 Handling photos

The present clause addresses covers the terminology of handling photos in mobile devices.

Table 21: Photography: Handling photos

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| n.1 | **View photo** | Activity of regarding a photo on a mobile device that has been taken by that mobile device | view a photo | visionnerune photo | ein Foto ansehen; ein Foto anzeigen | visualizzare una foto; guardare una foto | ver una foto |  |
| n.2 | **Display photo** | Functionality of a mobile device for displaying a photo previously taken by that mobile device | display a photo | afficher une photo | ein Foto anzeiten | visualizzare una foto | mostrar una fotografía; visualizar una fotografía |  |
| n.3 | **Play slideshow** | Functionality of a mobile device for displaying a series of photos previously taken by that mobile device | (play a) slideshop | démarrer/visionner un diaporama | Diashor anzeigen | (riprodurre una) presentazione di foto | reproducir un pase de fotografías; reproducir un pase de diapositívas |  |
| n.4 | **Edit photo** | Functionality of a mobile device for editing a photo previously, e.g. one taken by that mobile device | edit a photo | modifier une photo | ein Foto / Bild bearbeiten | modificare una foto | editar una fotografía |  |
| n.5 | **Copy photo** | Functionality of a mobile device for copying a photo previously taken by that mobile device (e.g. for storing a copy of it at another location) | copy a photo | copier une photo | ein Foto kopieren | copiare una foto | copiar una fotografía |  |
| n.6 | **Organise photos** | Functionality of a mobile device for organising photos previously taken by that mobile device (e.g. for sorting them in terms of the time or place the photos have been taken) | orgaise photos; manage photos; group photos | organiser/gérer des photos | Fotos vewalten; Fotos sortieren | organizzare foto; gestire foto | organizar las fotografías |  |
| n.7 | **Share photos** | Functionality of a mobile device for displaying a photo previously taken by that mobile device | share a photo | partager une photo | Fotos teilen | condividere una foto | compartir fotografías |  |
| n.8 | **Synchronise photos** | Functionality of a mobile device for synchronising photos on a mobile device with other storage locations | sync (photos) | synchroniser (les photos) | synchronisieren | sincronizzare le foto | sincronizar las fotografías |  |
| n.9 | **Collection** | A set of photos collated according to some criterion such as the time or place the photos have been taken | (photo) gallery | galerie | Galerie; Sammlung; Fotogalerie | galleria | colección; galería |  |
| n.10 | **Album** | A set of photos collated according to some criterion such as the time or place the photos have been taken | album | album | Album | album | álbum |  |
| n.11 | **Thumbnail** | A representation of a phot in a small form factor, often used to display several photos at the same time, facilitating the search for a particular photo | thumbnail | miniature | Miniaturansicht | miniatura | vista miniatura; miniatura |  |
| n.12 | **Geolocation** | Functionality of a mobile device for capturing and storing the geo-coordinates of a photo being taken | geolocation | localisation | Geolokalisierung; Bild mit GPS-Standortdaten speichern | positione; localizzazione | ubicacíon geografica |  |
| n.13 | **Location** | Location at which a photo has been taken | location | lieu | Standort; Ort | positione; luogo di scatto | ubicacíon |  |
| n.14 | **Crop photo** | Functionality of a mobile device for cropping a photo (i.e. cutting off parts from the edges of the photo) | crop a photo | recadrer une photo | Foto beschneiden / zuschneiden | ritagliare una foto | recortar una fotografía |  |
| n.15 | **Auto enhance** | Functionality of a mobile device for enhancing the appearance of photos taken with the mobile device |  | amélioration automatique |  |  | mejora automatica |  |
| n.16 | **Brightness** | Functionality of a mobile device for adjusting the brightness of photos taken with the mobile device | brightness | luminosité | Helligkeit | luminosità | brillo |  |
| n.17 | **Contrast** | Functionality of a mobile device for adjusting the contrast of photos taken with the mobile device | contrast | contraste | Kontrast | contrasto | contraste |  |
| n.18 | **Saturation** | Functionality of a mobile device for adjusting the saturation of photos taken with the mobile device | saturation | saturation | Sättigung | saturazione | saturación |  |
| n.19 | **Colour effects** | Functionality or mode of a mobile device for applying manipulations to a photo taken (often by distorting elements of the photo or by adding additional ones) | colour effect | effet de couleur | Farbeffekt | effetto di colore | effector de color |  |
|  | **Colour mode** | tbd | colour mode | mode couleur | Farbmodus |  | modo de color |  |
|  | **Colour temperature** | tbd |  |  |  |  | temperatura de color |  |
| n.20 | **(Photo) Filter** | Functionality or mode of a mobile device for applying manipulations to a photo taken (originally done by applying a filter to the lens of a camera) | (photo) filter | filtre (photo) | Filter | filtro | filtro |  |
| n.21 | **Print photo** | Functionality of a mobile device for sending a photo to be printed to a printer or printing service | print a photo | imprimer une photo | Foto drucken; Foto ausdrucken | stampare una foto | imprimir una fotografía |  |

### 6.5.3 Taking and handling videos

The present section covers the terminology related to the taking and handling of videos in mobile devices.

Table 22: Photograph: Taking and handling videos

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Take a video | Functionality of a mobile device for taking videos | record a video | enregistrer une vidéo | Video aufnehmen | registrare un video | grabar un vídeo; tomar un vídeo |  |
|  | Video mode | Functionality mode of a mobile device for taking a video | video mode | mode vidéo | Videomodus | modalità video | modo de vídeo |  |
|  | Record (a scene) | Activity of recording a scene with the video functionality of a mobile device | record | enregistrer | aufnehmen | registrare | grabar |  |
|  | Video clip | (Usually short) video taken with a mobile device | video clip | (clip) vidéo | Videoclip | video; clip; clip video | vídeo clip; vídeo corto |  |
|  | Slow-motion video | Video taken with a mobile device in slow-motion mode (i.e. creating an effect whereby time appears to be slowed down) | slo-mo | slow motion | Zeitlupe |  | cámara lenta |  |
|  | Play a video | Functionality of a mobile device for displaying a video previously taken with that mobile device | play a video; view a video | lire une vidéo | Video abspielen; Video wiedergeben; Video ansehen | riprodurre un video; visualizzare un video | reproducir un vídeo |  |
|  | Edit a video | Functionality of a mobile device for editing a video previously taken with that mobile device | edit a video | modifier une vidéo | Video bearbeiten | modificare un video | editar un vídeo |  |
|  | Trim a video | Functionality of a mobile device for trimming a video previously taken with that mobile device | trim a video; crop a video | raccourcir/rogner une vidèo | Video zuschneiden; Video kürzen | ritagliare un video | cortar un vídeo; recortar un vídeo |  |

## *6.6 Media services*

*This clause addresses the terminology related to media services. Topics covered include:*

* *AV access and retrieval ;*
* *Text access and retrieval;*
* *Real-time access and retrieval; and*
* *Creation and handling.*

*It is currently in development.*

### *6.6.1* *AV access and retrieval*

*This clause addresses the terminology related to AV access and retrieval in a mobile context.*

*It is currently in development.*

**Table 23: Media services: AV access and retrieval**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.6.2* *Text access and retrieval*

*This section covers text access and retrieval for media services in a mobile context.*

*It is currently in development.*

**Table 24: Media services: Text access and retrieval**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.6.3* *Real-time access and retrieval*

*This section covers real-time media access and retrieval (e.g. displaying a live sports event broadcast with the choice between multiple camera options) in a mobile context of use.*

*It is currently in development.*

**Table 25: Media services: Real-time access and retrieval**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.6.4* *Creation and handling*

*This section addresses media creation and handling (e.g. the uploading of a short video clip just recorded to the internet) in a mobile context of use.*

*It is currently in development.*

**Table 26: Media services: Creation and handling**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.7 Messaging services*

*This section addresses messaging services in a mobile context of use, covering three main categories:*

* *Voice-based messaging;*
* *Text-based messaging; and*
* *Multimedia messaging.*

*It is currently in development.*

### *6.7.1 Voice-based messaging*

*This clause covers voice-based messaging terminology in the mobile ICT context.*

*It is currently in development..*

**Table 27: Messaging services: Voice-based messaging**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.7.2 Text-based messaging*

*This clause addresses text-based messaging terminology in the mobile ICT context.*

*It is currently in development.*

**Table 28: Photograph: Taking and handling videos**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.7.3 Multimedia messaging*

*This clause covers multimedia messaging terminology in the mobile ICT context**.*

*It is currently in development.*

**Table 29: Photograph: Taking and handling videos**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.8 Navigation, maps and location services*

*The present clause addresses the terminology of navigation, maps and location services in a mobile ICT context**.*

*It is currently in development.*

### *6.8.1 Navigation*

*This clause addresses the terminology of navigation in a mobile ICT context.*

*It is currently in development.*

**Table 30: Photograph: Taking and handling videos**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.8.2 Location services*

*The present clause addresses the terminology of navigation and maps in a mobile ICT context.*

*It is currently in development.*

**Table 31: Photograph: Taking and handling videos**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.8.3 Positioning*

*This section will address the terminology of positioning services in a mobile ICT context.*

*It is currently in development.*

**Table 32: Photograph: Taking and handling videos**

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## 6.9 Bank and buy services

### 6.9.1 Overview

This clause covers terms related to the performance of banking, buying and payment services, when performed in a mobile context of use.

Bank and buy-related terms are classified in the following sub-categories:

* Banking and payment;
* e-Commerce; and
* Financial services.

### 6.9.2 Banking and payment

This clause covers banking and payment terms, when performed in a mobile context of use.

Table 33: Bank and buy terms: Banking and payment

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Sign up** | Activity of signing up to a financial service to be used on a mobile device |  |  |  |  |  |  |
|  | **Make Payment** | Activity of making a payment from a mobile device |  |  |  |  |  |  |
|  | **Receive payment** | Activity or receiving a payment from a mobile device |  |  |  |  |  |  |
|  | **Transfer money** | Activity of transferring an amount of money from a mobile device |  |  |  |  |  |  |
|  | **Request payment** | Activity of requesting a payment (e.g. from another user) using a mobile device |  |  |  |  |  |  |
|  | **Withdraw amount** | Withdrawing an amount of money from an account, using a mobile device |  |  |  |  |  |  |
|  | **Deposit amount** | Depositing an amount of money onto an account, using a mobile device |  |  |  |  |  |  |
|  | **Refund amount** | Activity of refunding an amount of money (e.g. to a customer), using a mobile device |  |  |  |  |  |  |
|  | **Payment** | Amount of money (to be) transferred or received, using a mobile device |  |  |  |  |  |  |
|  | **Payment method** | Method of making a payment using a mobile device |  |  |  |  |  |  |
|  | **Payment status** | Status of a payment, checked using a mobile device |  |  |  |  |  |  |
|  | **Account** | Account required for accessing a financial service to be accessed from a mobile device |  |  |  |  |  |  |
|  | **Open an account** | Activity of opening an account required for accessing a financial service to be accessed from a mobile device |  |  |  |  |  |  |
|  | **Account type** | Type of account associated with the access to a financial service from a mobile device |  |  |  |  |  |  |
|  | **Account information** | Information associated with an account used for accessing a financial service from a mobile device |  |  |  |  |  |  |
|  | **Transfer fee** | Fee due for making a transfer from a mobile device |  |  |  |  |  |  |
|  | **Recipient** | Person being the recipient in a financial transaction from a mobile device |  |  |  |  |  |  |
|  | **Electronic wallet** | Financial service or application accessed from a mobile device |  |  |  |  |  |  |
|  | **Payment origin** | Origin of a payment received or checked on a mobile device |  |  |  |  |  |  |
|  | **Payment details** | Details associated with a payment made, received, or checked using a mobile device |  |  |  |  |  |  |
|  | **Payment history** | History of payments made or received using a mobile device |  |  |  |  |  |  |
|  | **Transfer** | Process of transferring an amount of money using a mobile device |  |  |  |  |  |  |
|  | **Transaction** | Financial transaction made using a mobile device |  |  |  |  |  |  |
|  | **Account balance** | Current balance on an account as checked using a mobile device |  |  |  |  |  |  |
|  | **Verification** | Process of verifying the authentity of a person or of an account, using a mobile device |  |  |  |  |  |  |
|  | **SWIFT** | A code users need to enter when performing banking across country borders. SWIFT stands for the [Society for Worldwide Interbank Financial Telecommunications](https://www.investopedia.com/terms/s/swift.asp) and is a messaging network to securely transmit information and instructions through a standardized system of codes. |  |  |  |  |  |  |
|  | **BIC** | Bank Identified Code, typically used for domestic payments and transfers. |  |  |  |  |  |  |
|  | **IBAN** | International Bank Account Number, used for financial payments and transfers |  |  |  |  |  |  |
|  | **Validation** | Approval action of the performance of a transaction request |  |  |  |  |  |  |

### 6.9.3 e-Commerce

The present clause addresses the terminology e-Commerce, when used in a mobile context.

Table 34: Bank and buy terms: e-Commerce

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Select product** | Activity of selecting a product on a mobile device |  |  |  |  |  |  |
|  | **Category (of product)** | Category of products offered for purchase (inter alia) from a mobile device |  |  |  |  |  |  |
|  | **Search (for product)** | Activity of searching for a product from a mobile device |  |  |  |  |  |  |
|  | **Buy (product)** | Activity of buying a product from a mobile device |  |  |  |  |  |  |
|  | **Sell (product)** | Activity of selling a product from a mobile device |  |  |  |  |  |  |
|  | **Shipping** | Activity of making a product available to the buyer, using a mobile device |  |  |  |  |  |  |
|  | **Tracking** | Tracking (on a mobile device) the progress of a product being delivered |  |  |  |  |  |  |
|  | **Order** | Order for an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Order details** | Details of an order for an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Bid** | Bid for an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Retract (a bid)** | Activity of retracting a bid for an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Return (a product)** | Activity of returning a product previously purchased, using a mobile device |  |  |  |  |  |  |
|  | **Cancel (an order)** | Activity of cancelling an order for an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Shipping costs** | Costs for shipping an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Shipping label** | Identifier for the shipping of an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Shipping carrier** | Carrier for the shipping of an item (to be) purchased, using a mobile device |  |  |  |  |  |  |
|  | **Make payment** | Activity of making a payment from a mobile device |  |  |  |  |  |  |
|  | **Check out products** | Activity of completing the selection of products and proceeding to the next steps in acquiring the products, using a mobile device |  |  |  |  |  |  |
|  | **Create invoice** | Activity of providing or requesting an invoice for a transaction, using a mobile device |  |  |  |  |  |  |
|  | **Manage invoices** | Activity of managing (e.g. listing) invoices for previous transactions, using a mobile device |  |  |  |  |  |  |
|  | **Postage and packaging** | Costs associated with sending a product to the buyer, as indicated on a mobile device |  |  |  |  |  |  |

### 

### *6.9.4 Financial services*

*This clause covers terms related to financial services, when performed in a mobile context of use.*

*It is currently in development.*

Table 35: Bank and buy terms: Financial services

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Buy shares** | Buy shares |  |  |  |  |  |  |
|  | **Sell shares** | Sell shares |  |  |  |  |  |  |
|  | **tbd** | Funds, options and other financial instruments |  |  |  |  |  |  |
|  | **Check shares** | Check shares |  |  |  |  |  |  |

## *6.10 e-Health services*

*This clause covers e-Health services, when performed or accessed in a mobile context of use.*

*It is currently in development.*

### *6.10.1 Information and management*

*The present section covers the terminology of the information and management aspects related to e-Health services.*

*It is currently in development.*

Table 36: *e*-Health services: Information and management

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.10.2 Monitoring*

*The present section covers the terminology of the monitoring aspects related to e-Health services.*

*It is currently in development.*

Table 37: *e*-Health services: Monitoring

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.10.3 Diagnosis and treatment*

*The present section covers the terminology of diagnostics and treatment aspects related to e-Health services.*

*It is currently in development.*

Table 38: *e*-Health services: Diagnosis and treatment

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.10.4 Fitness and prevention*

*The present section covers the terminology related to fitness and prevention aspects of e-Health services.*

*It is currently in development.*

Table 39: *e*-Health services: Fitness and prevention

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.11 Travel services*

*The present section covers the terminology related to travel services.*

*It is currently in development.*

### *6.11.1 Travel planning*

*The present section covers the terminology related to travel planning.*

*It is currently in development.*

Table 40: Travel services: Travel planning

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.11.2 Instant transport*

*The present section covers the terminology instant transports.*

*It is currently in development.*

*Table 41: Travel services: Instant transport*

| *Index* | *Technical term* | *Description* | *English* | *French* | *German* | *Italian* | *Spanish* | *Comment* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***Lorem*** | *ipsum* |  |  |  |  |  |  |

## *6.12 Searching and browsing*

*The present section covers the terminology related to searching and browsing.*

*It is currently in development.*

### *6.12.1 Searching for information*

*The present section covers the terminology related to information searching.*

*It is currently in development.*

Table 42: Searching and browsing: Searching for information

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### 6.12.2 Browsing

*The present section covers the terminology related to browsing.*

*It is currently in development.*

Table 43: Searching and browsing: Browsing

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.13 Social media services*

*The present section covers the terminology of social media.*

*It is currently in development.*

### *6.13.1 Configuration and access*

*The present section covers the terminology of social media configuration and access.*

*It is currently in development.*

Table 44: Social media services: Configuration and access

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.13.2 Service handling*

*The present section covers the terminology of social media service handling.*

*It is currently in development.*

Table 45: Social media services: Service handling

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.14 Games*

*The present section covers the terminology of games in a mobile ICT context.*

*It is currently in development.*

Table 46: Games

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.15 Tools and miscellaneous*

*The present section covers the terminology of desktop- and other practical tools, guidance and reference applications provided to the user in a mobile ICT context.*

*It is currently in development.*

### *6.15.1 Time management*

*The present section covers the terminology of time management and related tools, provided in a mobile ICT context.*

*It is currently in development.*

Table 47: Tools and miscellaneous: Time management

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.15.2 Information management*

*The present section covers the terminology of information management tools in a mobile ICT context.*

*It is currently in development.*

Table 48: Tools and miscellaneous: Information management

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

### *6.15.3 Security settings*

*The present section covers the terminology of security settings in a mobile ICT context.*

*It is currently in development.*

Table 49: Tools and miscellaneous: Security settings

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

## *6.16 Societal services and messages*

*If included, this clause may address the ICT part of societal services and messages (from authorities or societal service and care providers to citizens), focusing on the mobile context of use. Topics may include informative and alert information related to educational, e-Health and emergency services in a mobile ICT context. The topic will be discussed at the first open public Workshop we organize on October 17, 2018, in Stockholm. For further details, see* [*https://portal.etsi.org/STF/STFs/STFHomePages/STF540*](https://portal.etsi.org/STF/STFs/STFHomePages/STF540)

Table 50: Societal services and messages

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Lorem** | ipsum |  |  |  |  |  |  |

# History

|  |  |  |
| --- | --- | --- |
| **Document history** | | |
| 0.0.1 | February 2018 | Scope and table of contents to be agreed with TC HF |
| 0.0.2 | February 2018 | Scope and ToC with changes proposed by TC HF#75 |
| 0.0.3 | June 2018 | Updated draft to be presented to TC HF#76 |
| 0.0.4 | September 2018 | Initial Draft (Milestone B) |
| 0.0.5 | October 10, 2018 | **THIS VERSION**: Workshop draft (further progressed version of 0.0.4 – more terms and tables developed and included |
| **COMING VERSIONS:** | | |
| *0.0.6* | *October 16/19, 2018* | *Progressed draft to be used for TC HF#77 reporting purposes* |
| *0.0.7* | *October 31, 2018* | *Progressed draft to be used for EC/EFTA reporting purposes* |