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# Foreword

This final draft ETSI Guide (EG) has been produced by ETSI Technical Committee Human Factors (HF), and is now submitted for the ETSI standards Membership Approval Procedure.

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%21/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).

ETSI EG 202 132 [i.1] contains harmonized English-language terms for a number of areas including user interfaces for hardware and software, configuration of messaging and data services (voice mail, e-mail, MMS, SMS WAP, and data accounts), call features, and terminal functionality. ETSI TR 102 972 [i.2] extends the work done in ETSI EG 202 132 [i.1] 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 [i.1] and ETSI TR 102 972 [i.2] 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 (2009-10): "Human Factors (HF); User Interfaces; Generic user interface elements for 3G/UMTS mobile devices, services and applications".

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

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

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

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

[i.7] Bluetooth SIG Core Specifications.

NOTE: Available at [www.bluetooth.com/specifications/bluetooth-core-specification](http://www.bluetooth.com/specifications/bluetooth-core-specification) Last check: October, 2018.

[i.8] IEEE 802.11 WiFi standards family specifications.

NOTE: Available at <https://ieeexplore.ieee.org> Last check: October, 2018.

# 3 Definitions of terms and abbreviations

## 3.1 Terms

For the purposes of the present document, the following terms 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 centre

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

**function:** 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:** 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:** 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 ETSI 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 ETSI 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:

(red: check for use; main source: TEDDI, <https://webapp.etsi.org/Teddi/>)

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 (commercial name for the ISO/IEC local area network standard family 802.11, also known as WLAN)

SIM Subscriber Identity Module

UICC Universal Integrated Circuit Card

USIM Universal Subscriber Identity Module

SD Secure Digital

USB Universal Serial Bus

DC Direct Current

USB-C Universal Serial Bus- C type

LED Light Emitting Diode

GPS Global Positioning System

NFC Near-Field Communication

PC Personal Computer

RF Radio Frequency

HSDPA High-Speed Downlink Packet Access

HSPA High-Speed Uplink Packet Access

WLAN Wireless Local Area Network

RFBD Recording for the Blind and Dyslectic

SDH Synchronous Digital Hierarchy

USA United States of America

IP Internet Protocol

MVPN Mobile Virtual Private Network

PBX Private Branch Exchange

DNS Domain Name System

GSMA GSM Association

VPN Virtual Private Network

HTTP Hypertext Transfer Protocol

APN Access Point Name

HSXXX Array Subsystems and Universal Disk Drives?

ISDN Integrated Services Digital Network

PUK Personal Unblocking Key

IMEI International Mobile Equipment Identity

SOS Save Our Souls

QWERTY Keyboard standard

CLIP Caller Line Identification Presentation

CLIR Caller Line Identity Restriction

VDSL Very-high bit rate Digital Subscriber Line

DSL Digital Subscriber Line

ADSL Assymmetric Digital Subscriber Line

IM Instant Messaging

HDR High Dynamic Range

AV AudioVisual

# 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 terminology 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.

Finally, the terminology should be useful for manufacturers’ terminology management systems, also including and harmonized across user guides and user interfaces. For further details, see clause 7 of this present document.

# 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; and
* 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 (use cases) 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 the present document (e.g. providers included in the analysis for the functional area "photography" were the top-5 providers at the creation of the section (in Q1, 2018): Apple, Samsung, Huawei, Motorola, and LG – based on their market share at the time 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, unless there are strong reasons requiring that (e.g. a considerable (e.g. dominant) market share).

## 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 prioritization 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 terms;
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;
14. Tools and miscellaneous; and
15. Societal services and messages.

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

* Service and interaction design guidelines are not provided.
* In some instances, more than one term is recommended (separated by semicolons), presented in an order of preference.
* Interchangeable elements within a phrase are separated with a slash (e.g. for “interruptor de timbre/silencio” both “interruptor de timbre” and “interruptor de silencio” are acceptable.
* Optional elements in brackets are optional (e.g. for “(Rufton-) Lautstärke” both “Lautstärke” and “Rufton-Lautstärke” are acceptable).
* In certain cases, the support of multiple, redundant choices is recommended (e.g. for emergency services, often used under stress).
* *(\*draft to be agreed\*): There are features and functionality only provided by one manufacturer. If the term is specifically used by that one manufacturer to describe specific functionality for that manufacturer (e.g. “MFi – Made for iPhone!), the term is ninot included. However, if the unoque term describe an innovative, new feature (e.g. “Sound alarm”), the termi is included into the tables.*

## 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 seven sub-categories:

1. Hardware and physical elements;
2. Other physical items;
3. Software related;
4. Control functions – buttons;
5. Control functions – gestures;
6. Basic functions; and
7. 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 mobile; 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; étanche | 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 | panneau latéral |   |   | 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; silencieux; sonnerie coupée | Ton aus | suoneria disattivata; audio disattivato | interruptor de timbre/silencio |  |
|  | **wizard key** | Key that executes the software assistant (wizard) | wizard key | touche d'assistant virtuel |   | No equivalent word avalable in Italian | 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 | doppia fotocamera | doble cámara trasera |  |
|  | **iris recognition camera** | Camera used in a mobile device for iris recognition functionality  | iris recognition camera | capteur de reconnaissance d'iris | Kamera für die Iriserkennung | fotocamera per il riconoscimento dell'iride | 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; speaker | 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 posteriore | micrófono trasero, micrónono secundario |  |
|  | **headset jack** | Headset / earphone connector (socket) of a mobile device  | headset jack | prise casque; prise écouteurs; prise microcasque | Kopfhöreranschluss | jack auricolari; entrata cuffie; ingresso 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 pour l'extraction de la carte SIM | Öffnung am SIM-Kartenfach; Öffnung am Kartenhalten | foro di alloggiamento della scheda SIM | 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; strumento di rimozione della SIM | 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 | 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 mémoire micro-SD | microSD-Karte | scheda microSD | tarjeta microSD |  |
|  | **memory card tray** | Tray for the memory card of a mobile device | memory card tray | compartiment pour la carte mémoire; logement; tiroir de carte | Kartenhalter | allogiamento della scheda | 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 | indicateur LED | LED Anzeige | indicatore LED; LED | indicador LED, LED |  |
|  | **main antenna** | antenna used for the telephony network | main antenna; mobile network antenna | antenne principale | Hauptantenne | antenna principale | 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 |   | GPS-Antenne | antenna GPS | 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 | reconnaissance d'iris | Iriserkennung | rinoscimento dell'iride | 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; capteur de luminosité | Annäherungssensor / 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 di 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 di riconoscimento delle impronte digitali; sensore di impronte; Touch ID | 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 | surchauffe | Überhitzung | surriscaldamento | 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 ricarica | velocidad de carga |  |
|  | **wireless charging coil** | Coil used for wireless charging | wireless charging coil | bobine de charge sans fil | Ladegerät für induktives Laden; Ladegerät für drahtloses Laden | bobina di ricarica wireless | bobina de (para) carga sin hilos (inalámbrica) |  |
|  | **pen** | Pencil-like device used for several functions on a touchscreen | pen | style | Stift | penna capacitiva | 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 | manuel d'utilisation; mode d'emploi; guide de l'utilisateur | Benutzerhandbuch | manuale 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 | guida introduttiva; 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 computer) | 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; casque; micro-casque | Kopfhörer | cuffie; auricolari | auriculares, auriculares con micrófono |  |
|  | **headset** |  |  | microcasque |  | cuffie; auricolari |  |  |
|  | **Bluetooth headset** | Device used for listening to the phone privately connected via Bluetooth wireless connection | Bluetooth headset | écouteurs Bluetooth | Bluetooth-Kopfhörer; Bluetooth Headset | auricolari Bluetooth | 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 | assistant virtuel |   | assistente virtuale | 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 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **softkeys** | 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; Softkeys | 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 de rappel des applications récentes | "Zuletzt verwendet"-Taste | tasto applicazioni recenti; tasto attività recenti | botón de aplicaciones recientes |  |
|  | **home button** | Soft or hard key of a mobile device used to open the main screen | home button | touche d'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; pressione breve | 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 teenre premuto; pressione lunga | 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 |  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 | double appui | doppeltippen und halten | doppia pressione lunga | 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; balayer d'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 | zoomer en écartant les doigts; écarter les doigts; écarter deux doits | Finger auseinanderziehen; Figer spreizen | allontare due dita; allargare | 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 | réduire en rapprochant les doigts; rapprocher les doigts; pincer deux doigts | Finger zusammenziehen; Finger zusammenführen | avvincinare le dita | 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 l'appareil; allumer le téléphone | 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 l'appareil; éteindre le téléphone | Telefon ausschalten; Gerät ausschalten | spegnere il dispositivo; spegnere il telefono | apagar el teléfono (dispositivo) | *Apply the principle of imperative all-across? Does it work for all languages?* |
|  | **restarting the device** | User activity (or device functionality) of restarting a mobile device | restarting the device | redémarrer l'appareil; redémarrer le téléphone | Telefon neu starten; Gerät neu staten | riavviare 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 | configuration; configurer; démarrage | Einrichtung | configurazione | configuración |  |
|  | **activation** |  |  |  |  |  |  |  |
|  | **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 | rétablir les paramètre par défaut; réinitialiser valeurs d'usine | 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 | insérer une carte mémoire; installer 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 video; (guardare 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 | 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 | eseguire/effettuare il backup dei dati; effettuare/salvare una copia dei dati | hacer cipias de seguridad |  |
|  | **save / secure** | Activity of saving information for later access / use |   | sauvegarder; sécuriser | speichern; sichern | proteggere; salvare |   | *Split the two terms?* |
|  | **email** | Email (electronic mail) that can be generated, received, stored, etc. on a mobile device | email | e-mail; message; mel | E-Mail | e-mail | correo electrónico |  |
|  | **view** | User activity of viewing data or media on a mobile device | view | afficher; visualiser; voir | anzeigen; ansehen | mostrare; visualizzare | visualizar; mostrar; ver |  |
|  | **search** | User activity (or device functionality) of searching for data or media on a mobile device | search | rechercher; chercher | 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 |  |
|  | **synchronize (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; affichage multi-écrans | 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 | cloud | 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 | zone 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 | position; lieu; emplacement | 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 |  |
|  | **Alarm** | Terminal function allowing the user to set an alarm to be activated at a specific time |  | sonnerie; alarme | Wecker | allarme; sveglia |   |  |
|  | **wake-up set** | Activity of setting the alarm-clock functionality of a mobile device | wake-up set | Alarme activée | Wecker stellen; Alarm einstellen | sveglia attivata; sveglia impostata | configurar/activar/programar una alarma (el despertador) |  |
|  | **timer** | Functionality of a mobile device for delaying an event (e.g. a photo to be taken) | timer | minuteur | Timer | timer | temporizador |  |
|  | **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 | saisie de texte; saisir du text | Texteingabe | inserimento (di) 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 |  |
|  | **mute all sound** | Functionality of a mobile device to mute all sounds |  |  | alle Töne stummschalten |   |   |  |
|  | **vibration** | vibration of the phone used as indication of incoming calls, events, alarms or notifications | vibration | vibreur | Vibration | vibrazione | vibración |  |
|  | **voice (spoken) command** | Voice-based interaction method used with mobile devices | voice command |   | Sprachbefehl | comando vocale | comando de voz |  |
|  | **voice memo** | Record and store audio notes | Voice memos; voice notes | notes vocalisées | Sprachnotizen | note vocali |   |  |
|  | **voice interface** | Voice-based interface used with mobile devices | voice interface | Interface vocle | Sprachsteuerung | Interfaccia vocale | 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 terms: 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 [i.7]. | Bluetooth | Bluetooth | Bluetooth | Bluetooth | Bluetooth |  |
|  | **IP address** | The IP address for the WAP gateway or HTTP proxy server | IP address | adresse internet | IP Adresse | indirizzo IP |  |  |
|  | **Connection type** | The type of voice and data connections currently used (e.g. GSM, GPRS, or HSXXX) | connection type | type de connexion | Verbindugsart | Tipologia di connessione |  |  |
|  | **IrDA (infrared)** | Functionality for using infrared for the purpose of exchanging information between users or terminals |  | infrarouge | IrDA (Infarot) | infrarossi |  |  |

## 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 and requirements of end users.

A difficulty encountered is the, in many cases OS-specific, and often not fully comparable use of features and terminology applied to the accessibility terms of devices. For the purpose of the present document, these are classified into the following six sub-categories covered through the next clauses:

* Access and settings;
* Interaction controls;
* Vision;
* Hearing;
* Dexterity;
* Cognitive assistance; and
* Media retrieval.

### 6.3.2 Accessibility terms: Access and 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: Access and settings

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **accessibility** | Measures, tools and settings supporting the interaction of users with functional variations with mobile ICT | accessibility | accessibilité | Bedienungshilfen | accessibilità | accesibilidad |  |
|  | **accessibility settings** | Place for setting up the desired behaviour of a mobile device with regard to users' accessibility preferences | accessibility (settings) | paramètres d'accessibilité | Einstellungen der Bedienungshilfen | impostationi accessibilità | ajustes de accesibilidad |  |
|  | **emergency call for assistance** | A service allowing for the request of urgent help from a human assistant e.g. after falling  | emergency call ("mode" and "for assistance" to be discussed) | (appel/demande pour) assistance | Notruf absetzen | effettuare una chiamata di emergenza SOS | llamada de emergencia | See also/ same as 6.3.6 in Table 12? Known as “Social care alarm” (red button service) in Sweden and Nordic countries. |
|  | **manage accessibility** | Feature for the import and export of accessibility setings from/to other mobile devices | manage accessibility | gérer les paramètres d'accessibilité | Bedienungshilfen verwalten | gestione delle impostazioni di accessibilità | Administrar los ajustes de accesibilidad |  |
|  | **pairing** | Wireless connection configuration of devices and accessoires, e.g. through Bluetooth or Infrared | pairing | appairer | (Geräte) koppeln | abbinamento | enlazar (un dispositivo) | *See also / move* *to General?* |

### 6.3.3 Accessibility terms: Interaction controls

Accessibility terms related to interaction controls provide support in the selection and setup of these, adapting the device UI to the functional variations of end users.

Table 9: Accessibility terms: Interaction controls

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **accessibility shortcuts** | Direct access in a mobile device to a set of accessibility features and settings | accessibility shortcuts | raccourcis vers les commandes d'accessibilité | Kurzbefehle für Bedienungshilfen | abbreviazioni accessibilità | acceso directo a los ajustes de accesibilidad |  |
|  | **switch control** | Mobile device control using a single, or multiple switches (to select, tap, drag, type or draw) | switch control | commutateur de sélection | Schaltersteuerung | controllo interruttori | Botón Universal |  |

### 6.3.4 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 10: Accessibility terms: Vision

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **button shapes** | Option to select among multiple mobile device button shapes | button shapes | afficher les formes des touches | Tastenformen | forme pulsanti | formas de botones | *May go to General?* |
|  | **Braille support** | Support for Braille chords or displays in a mobile device |   |  Couplage avec un équipement Braille | Braille-Unterstützung | supporto Braille | soporte de Braille |  |
|  | **flash alerts** | Accessibility option of a mobile device of indicating incoming calls, messages, etc. with a blinking light | flash alerts | alertes flash/ alertes lumineuses | Blitz-Benachrichtigungen | flash per avvisi; luce lampeggiante per notifiche | notificación con flash |  |
|  | **colour filters** | Filters to rearrange the colour presentation and perception on mobile devices | colour filters | modification des couleurs | Farbfilter | filtri colore | corrección de color | Helps compensate for colour blindness, protanopia, deuteranopia, tritanopia, etc. |
|  | **contrast** | Option to set desired level of contrast in mobile device displays | contrast | contraste | Kontrast | contrasto | contraste | *May go to General?* |
|  | **dark screen** | A mobile device function to keep the screen switched off (dark) when using voice output (e.g. a screen reader) | dark screen (A), night shift (i) | écran noir; écran monochrome | dunkler Bildschirm | dark screen | pantalla oscura |  |
|  | dictation | Speech input-based text input (or navigation) into mobile devices | dictation | dictée | Diktierfunktion | dettatura; sintesi vocale | dictado |  |
|  | **display accommodations** | Access to display mobile device settings such as inverting colours and implementing grayscale  | screen settings (A), display accomodations (i) | Options d'affichage | Display-Anpassungen | regolazione schermo | ajustes de pantalla |  |
|  | **high contrast theme**  | A way to increase the colour contrast of text, borders and images on the screen of mobile devices, in order to make them easier to read and identify | high contrast (A), increased contrast (i) | écran fortement contrasté | Bildschirm mit hohem Kontrast | aumenta contrasto | alto contraste | Also known as Dark mode and Blacked |
|  | **invert colours** | A function to invert all colours on the screen of mobile devices | negative colours (A), invert colours (i) | inversion des couleurs | Umkehr der Farben | inversione colori | colores negativos / colores invertidos | Assists users with vision impairments having trouble reading or experiencing discomfort when staring at the default light colour scheme for longer periods of time |
|  | **larger text** | Option to see larger characters and graphical elements in mobile devices | larger text / font size | grossissement du texte/règlage de la taille des caractères | größere Textzeichen | testo più grande | tamaño de letra grande | *May go to General?* |
|  | **bold text** | Accessibility option of a mobile device to present text in bold | bold text | texte en (caractères) gras | fetter Text | testo in grassetto | texto en negrita |  |
|  | **magnification** | Tool that activates a “magnifying glass” that can be moved over a screen to magnify the content beneath it in mobile devices | magnification | grossissement/ Zoom/agrandissement | Bildschirm vergrößern | ingradimento; ingrandimento della schermata | lupa |  |
|  | **magnifier widget** | A virtual tool for magnification, e.g. to assist the insertion or editing of text in mobile devices | magnifier | loupe | Lupe; Vergrößerung | lente di ingrandimento | usar lupa | *Possibly Android only?* |
|  | **pitch** | Selection of higher or lower voice tones in mobile devices | (ring) tone | hauteur du son/ton | Tonhöhe | tono | tono | *May go to General?* |
|  | **reduce motion** | Option to reduce screen movement and motion effects in mobile devices | reduce background motion | réduire les mouvements | Bewegung reduzieren | ridurre il movimento | reducir el movimiento | For devices (including screen transitions, parallax effect and animation effects) |
|  | **reduce white point** | "Darkening of white" - a way to reduce bright colour intensity in mobile devices | reduce white point | réduire l'intensité lumineuse | Weißpunkt reduzieren | punto di bianco | balance de blancos | Makes the screen insipid and easier for the eyes |
|  | **Refreshable Braille Display (RFBD)** | Externally connected devices to a mobile device that display what the screenreader says | (refreshable) Braille display | Interface braille | Auffrischung Braille-Display (RFBD) | schermo Braille | pantalla braille | Typically including keys for navigation, toggling, turning speech on/off, and typing |
|  | **rotor** | Virtual screen reader tool providing access to customizable commands |   | rotor |   | lettore schermo |   | *iOS only?* |
|  | screenreader | Assistive technology trying to convey what users with regular eyesight see in the display of a mobile device through non-visual means.  |   | synthésiteur vocal/Voice over | Screenreader | VoiceOver | respuesta hablada | Also known as Voice-over (providing extended functionality), Talk-back or Voiceview (matter of the implementation) |
|  | **TalkBack** | Accessibility functionality of a mobile device for notifying the screen status or actions via voice | TalkBack | TalkBack | TalkBack | TalkBack | notificar el estado o las acciones de la pantalla a través de mensajes de voz |  |
|  | **voice recognition** | Accessibility functionality of a mobile device recognising spoken voice | voice recognition (A), input (i) | reconnaisance vocale | Spracherkennung | riconoscimento vocale | reconocimiento de voz |  |
|  | **speaking rate** | The number of speech units of a given type produced within a given amount of time in mobile devices  | speech rate | vitesse d'élocution | Sprechgeschwindigkeit | velocità di riproduzione | velocidad de la voz |  |
|  | **voice selection** | Selection of a preferred voice to use in a mobile device (from a set of available voices) | select voice | selection de voix | Stimme anpassen | scelta di una voce | selección de voz | *May go to General?* |
|  | **speech volume** | Volume level of the screenreader of a mobile device | speech volume | volume de la voix | Sprechlautstärke | Volume riproduzione | volumen de voz |  |
|  | **usage with screen turned off** | Usage of the mobile device with the display turned off (offering privacy to visually-impared users) | screen off | utilisation de l'appareil avec l'écran éteint | Gerät bei ausgeschaltetem Bildschirm verwenden | utilizzo del dispositivo con lo schermo spento | uso con la pantalla apagada |  |
|  | **reading passwords aloud** | Accessibility functionality of a mobile device for reading out passwords aloud | read aloud (A), speak screen (i) | lecture à haute voix des mots de passe | Passwörter laut lesen | lettura ad alta voce delle password  | leer ...en voz alta |  |
|  | **voice recordings for voice labels** | Accessibility functionality of a mobile device for using voice labels to distiguish objects of similar shapes by attaching labels to them | voice label | vignettes vocales | Sprachaufnahmen auf Sprachausgabe-Labels schreiben | aggiunta di registrazioni vocali alle etichette vocali | etiquetas de voz |  |
|  | **high contrast keyboard** | Accessibility functionality of a mobile device for displaying the keyboard in high contrast | high contrast keyboard | clavier à fort contraste  | Tastatur mit starkem Kontrast verwenden | tastiera ad alto contrasto | teclado de alto contraste |  |
|  | **greyscale mode** | Accessibility functionality of a mobile device for displaying the screen in greyscale mode | greyscale | en mode nuance de gris | Bildschirm im Graustufenmodus anzeigen | conversione dello schermo in modalità scala di grigio | escala de grises |  |
|  | **zoom** | A way to magnify the entire screen of a mobile device | zoom | zoom / agrandir l'écran | Bildschirm zoomen | zoom | lupa |  |
|  | **display size** | Accessibility option of a mobile device to set the items on the screen to a larger size | display size | taille d'affichage | Anzeigegröße | dimensioni display | tamaño de iconos y letras en la pantalla |  |
|  | **transparency** | Option to set the desired level of object transparency in a mobile device | transparency | transparence | Transparenz | trasparenza | transparencia | *May go to General?* |

### 6.3.5 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 11: Accessibility terms: Hearing

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **hearing aid compatibility** | A way to improve audio quality when connecting to the mobile device with certain hearing aids (including recommended ones) | hearing aid compatibility | compatibilité avec l'aide (prothèse) auditive | Hörgerätekompatibilität | compatibilità con apparecchi acustici | compatibilidad con audífonos |  |
|  | **hearing aid mode** | Adjust the way notifications and other noises sound when using hearing aids with mobile devices | hearing aid mode | mode aide auditive | Hörgerätemodus | modalità apparecchi acustici | ajustes de los audífonos |  |
|  | **(LED) flash (notifications)** | (flashing) LED-based visual notification feature in mobile devices | flash alert; notification | flash d'alerte | LED-Blitz bei Hinweisen | flash LED per gli avvisi; indicatore lampeggiante LED per le notifiche | notificación con flash |  |
|  | **MFi hearing devices** | “Made for iPhone” hearing devices, providing features of easy connectivity and additional convenience to iOS-based mobile devices | hearing aid, MFi (i)  | appareil auditif MFI | MFI-Hörgerät | dispositivo acustico MFI | audífono | *Brand-typical. Left in, as considered relevant due to the market dominance in certain European countries.* |
|  | **mono audio** | Sound intended to be heard as if emanating from one position in a mobile device | mono audio | audio mono | Mono-Audio | audio mono | audio mono | Monophonic sound reproduction (shortened to mono) |
|  | **noise cancellation** | A technology to reduce ambient noise during phone calls or media retrieval in mobile devices | noise reduction: noise cancellation | suppression du bruit | Geräuscheunterdrückung | cancellazione rumore | cancelación de rudo |  |
|  | **sound balance** | Balancing of two (or several) audio channels in mobile devices | volume balance; sound balance | balance stéréo gauche-droite | Audio-Balance (anpassen) | bilanciamento del suono | balance, balance de sonido |  |

### 6.3.6 Accessibility terms: 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 12: Accessibility terms: Dexterity

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **assistant menu** | Provides an on-screen UI to perform actions that would otherwise require the operation of a command sequence relying on multiple presses (of keys) in mobile deviicesmobile  | setup assistant | ç |   | collegamento accessibilità | Menú de asistencia |  |
|  | **assistive touch (iOS) or touch point (Android)** | Accessibility feature helping users with motor skill impairments perform on-screen gestures (e.g. tap an on-screen home button instead of pressing a physical one) and control a device through gestures or 3D-touch | touch control (A), assistive touch (i) | touche fonctionnelle | AssistiveTouch | Touch Assistant |  | *to be reviewed* |
|  | **direction lock** | A series of customizable directional swipes or a preference to block mobile device screen format changes due to direction changes or movement | direction lock | verrouillage du mouvement | Richtungssprerre | blocco direzionale | bloquear la orientación de la pantalla |  |
|  | **auto-rotate screen** | Accessibility option of a mobile device for automatically changing the screen orientation according to the physical position of the device | auto rotate screen | rotation automatique de l'écran | Bildschirm automatisch drehen | rotazione automatica dello schermo | rotación automática de la pantalla |  |
|  | **looping** | Actions repeated over and over |   | boucles |   | cicli |  |  |
|  | **point mode** | The user can select a point on the screen of a mobile device and interact with it. Once the point is selected, the user can tap on it, but also emulate other gestures like dragging, swiping, pinching, etc. This gives the user access to all multi-touch features in devices | loops, point mode (i) | Mode pointeur |   | tocco arresto del puntatore |  |  |
|  | **single tap mode** | Feature supporting e.g. the dismissal of alerts in mobile devices with just one tap, instead of a combination of gestures and actions  | single tap mode | mode appui simple | einfachen Antippmodus verwenden | utilizzo della modalità singolo tocco | modo un toque |  |
|  | **timing** | Allow users to complete tasks in mobile devices without unexpected changes in content or context as a consequence of time limits | timing | règlage de la minuterie |   | timing | tiempo de espera |  |
|  | **touch accommodations** | Definition of a mobile device's screen responsiveness based on touch direction, number or location | touch control | règlage des commandes tactiles | Touch-Anpassungen | regolazione tocco | control táctil |  |

### 6.3.7 Accessibility terms: 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 13: Accessibility terms: Cognitive assistance

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **(call/ request for) assistance** | A service allowing for the request of help from a human assistant (remotely, or in person – e.g. a Social care alarms) | Help, assistance *(original intention: requesting assistance)* | (appel/demande pour) assistance | Hilfe anfordern | chiamata d'assistenza | llamada de ayuda | e.g. “Trygghetslarm” / SCAIP |
|  | **guided access** | A preference setting that keeps the mobile device in a single application, allowing the user to control which features are available | guided access | accès guidé | geführter Zugriff | accesso guidato | acceso guiado | *May be the same as “assistant instructions”?* |
|  | **notification reminder**  | A tool allowing for the activation of reminders in mobile devices with regard to certain functionality (e.g. the intake of food, fluids or medicine) | (notification) reminder, repeat alert | rappel de notification | Benachrichtigungserinnerung | promemoria di notifica | recordar notificación; intervalo de recordatorio |  |
|  | **screen time-out off** | A setting allowing the screen of a mobile device not to go to sleep | screen timeout | mise en veille de l'écran | Bildschirmabschaltung | timeout schermo | suprimir bloqueo de pantalla  |  |
|  | **simple reminders** | The easiest-to-use, most simple reminder application (set in a few linear steps) in a mobile context |   | rappels simples  | einfache Erinnerungen | promemoria semplice |   | *to be reviewed* |
|  | **simplified display** | An option to configure the Home screen wih a simple layout, flat hierarchy and graphics, enabling an easier/lighter experience in mobile devices | easy mode; simple mode | affichage simplifié | vereinfachte Darstellung | schermata semplificata | modo sencillo |  |
|  | **simplified instructions** | Simple instructions to the user of a mobile device, application or service provided on a basic level, using a plain language (often corresponding to an elementary school student’s level)  | simple instructions | Instructions simplifiées | vereinfachte Anleitung | istruzioni semplificate | modo sencillo | May be part of an entire “Easy” mode. |
|  | **simplified text** | Preference for the presentation of written information in a mobile context, addressing users with lower text processing cognitive capabilities | simple text | texte simplifié | vereinfachter Text | testo semplificato | modo sencillo |  |
|  | **voice notes** | Spoken notes, stored on an audio format in a mobile device | voice memos; voice notes | notes vocalisées | Sprachnotizen | note vocali | notas de voz |  |

### 6.3.8 Accessibility terms: Media retrieval

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

Table 14: Accessibility terms: Media retrieval

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **audio descriptions** | Audio descriptions of information displayed on the screen of a mobile device to assist vision-impaired user | audio descriptions | audiodescription | Audiobeschreibung; Audiodeskription | descrizioni audio | descripción de audio |  |
|  | **prefer(ence for) audio descriptions** | A setting to play audio descriptions automatically (when available) in mobile devices | preference for audio descriptions | lecture de l'audiodescription (si disponible) | Präferenzen für Audiobeschreibung / Audiodeskription | Impostazione descrizioni audio | preferencia para descripción de audio |  |
|  | **captions** | Captions visible to all users of mobile devices | captions | sous-titrage/légende | Untertitel | didascalie | subtítulos | Used in the US and Canada |
|  | **close captions** | Captions not visible until activated by the viewer (e.g through a remote control) of the mobile device | closed captions (CC) | verrouillage du sous-titre | optionale Untertitel | didascalie protette | subtítulos | Used I the US and Canada |
|  | **subtitles** | Transcription of speech to text on the screen of a mobile device |   | sous-titres | Untertitel | sottotitoli  | subtítulos | “captions” in the US and Canada |
|  | **sound detector** | Allow the mobile device to detect a sound and notify the user | sound detector |   |   |   | detector de sonido |  |

## 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 that referenced in [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.

This clause focuses on the mobile context.

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

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

### 6.4.2 Telephony services: Device UI

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

Table 15: Telephony services: Device UI

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Answer call** | Acceptance of incoming communication to a mobile device from another party - by a human or a machine/messaging system | answer call | Répondre (à un appel).  | Anruf annehmen | risposta | responder una llamada |  |
|  | **End call** | Used inter alia to terminate a call in a mobile device | end call | notification | Anruf beenden | termina chiamata | finalizar una llamada |  |
|  | **Make (voice) call** | Used inter alia to start a voice call from a mobile device | (make) call | appeler | anrufen | chiamata | llamar/ realizar una llamada |  |
|  | **Make video call** | Start setting up a video call from a mobile device | (make) video call | visiophonie; vidéophonie | (einen) Videoanruf (starten) | videochiamata | (hacer, realizar) una videollamada |  |
|  | **Mobile data (on/off)** | Turn cellular mobile data access ON | mobile data | données mobiles | mobile Daten (ein/aus) | dati mobili | (activar / desactivar) datos móviles |  |
|  | **WiFi calling** | Make and receive mobile device calls over Wi-Fi | Wi-Fi calling | appel wifi | WLAN-Anrufe | wi-fi calling | llamada Wi-Fi | Emergency calling attributes may differ |
|  | **SIM applications** | Operator-specific, SIM-native applications in mobile devices | SIM applicaions | applications SIM | SIM-Anwendungen | applicazioni SIM | gestión de tarjetas SIM |  |
|  | **soft-SIM** | Virtual SIM (without a physical SIM) in mobile devices | eSIM | eSIM | Soft-SIM | eSIM | eSIM | Developed by Apple and Gemalto |
|  | **dual SIM** | A mobile device with support for two different SIM cards | dual SIM | double SIM | Dual-SIM | dual SIM | dual SIM | Not standardized  |
|  | **select SIM** | Choose between the use of a SIM card or a Soft-SIM/eSIM, within the same mobile device | select SIM, select phone number | sélection de SIM, sélection d'un numéro de téléphone | SIM-Karte auswählen | seleziona SIM; seleziona numero | seleccionar una tarjeta SIM |  |
|  | **VPN** | Virtual Private Network, used for secure end-to-end communication from a mobile device  | VPN | VPN | VPN | VPN | VPN | Banned from use in certain countries |
|  | **network list** | Provides a list of available network service providers (performance, services) in a mobile device  | networks | réseaux | Netze | reti | redes |  |
|  | **APN** | Access Point Name, the address of the network gateway through which to connect the mobile device to the external data network, either an IP address or a text string | APN, Access Point Names | APN (noms de point d'accès) | APN | APN | APN |  |

### 6.4.3 Telephony services: Device functionality

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

Table 16: Telephony services: Device functionality

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **(SIM) PIN** | Personal Identification number, e.g. for registering SIM on mobile networks and for other local terminal features | (SIM) PIN | code PIN | SIM PIN | codice PIN | PIN de la SIM |  |
|  | **(SIM) PUK** | Personal Unblocking Key, used to unblock a mobile terminal SIM that has been blocked after a maximum number of wrong PINs has been entered | PUK code | code PUK | SIM PUK | codice PUK | código PUK / PUK |  |
|  | **ringer volume** | Control or indication related to setting the volume of the ringer signaling for a mobile device | volume | volume | (Rufton-) Lautstärke | volume | volumen |  |
|  | **show IMEI** | A facility which causes a mobile terminal to display its International Mobile station Equipment Identity (IMEI) | (show) IMEI | IMEI | IMEI anzeigen | IMEI | mostrar IMEI |  |
|  | **data usage log** | Provides access to a log of data usage or access in a mobile device | mobile data (usage) | utilisation des données mobiles | Nutzungsdaten (Log-Dateilen) | utilizzo dati mobili | uso de datos móviles |  |

### 6.4.4 Telephony services: Voice call handling

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

Table 17: Telephony services: 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 | Conditional call forwarding functionality varies; it is determined by and only supported and accessed through the mobile network syntax (e.g. \*67\*xy#). Recommend to remove. | renvoi conditionnel d'appel | Rufumlenkung | inoltro chiamata; inoltro chiamata attivo | desvío de llamada (puede ser de varios tipos) |  |
|  | **automatic call answering** | Mode in which incoming calls to a mobile device are automatically accepted | auto-answer, automatic answering | réponse automatique | automatische Rufannahme | risposta automatica | desvío al buzón de voz / contestador automático |  |
|  | **call log list** | List of previous incoming, outgoing, and missed calls made and received to and from the mobile terminal | call log, call history | historique des appels | Anrufliste | registro chiamate | lista de llamadas |  |
|  | **contacts (list)** | Allows the mobile terminal user to enter and store names, numbers and other data for easy and fast dialling | contacts | contacts | Kontakte | Contatti | contactos |  |
|  | **handsfree (speakerphone)** | Modes of using a mobile terminal that do not require the terminal to be held against ear and mouth | speaker, speakerphone | haut-parleur, mains-libres | Freisprechen | vivavoce; speaker | altavoz / manos libres |  |
|  | **mute (microphone off)** | Allowing the user to temporarily turn off the microphone during a call | mute, microphone off | muet, microphone coupé  | stumm; Mikrofon ausschalten | muto; disattiva microfono | silenciar / desactivar el micrófono |  |
|  | **missed calls list** | List of previously missed calls to a mobile device | missed (calls) | (appels) perdus | verpasste Anrufe | chiamate perse | (lista de) llamadas perdidas |  |
|  | **redial** | Allows the user to dial again a previously dialled number from the mobile device | auto redial | numérotation automatique | Wahlwiederholung | ricomposizione automatica | rellamada |  |

### 6.4.5 Telephony services: System- and network services

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

Table 18: Telephony services: System and network services

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **call back** | This service allows a calling mobile device user encountering a busy destination to have the call completed once the busy destination B becomes idle (without having to make another attempt) | unsupported, variable carrier/network function. Remove? | call back | Rückruf | Call back | devolver una llamada |  |
|  | **call diversion** | This feature allows incoming calls to a mobile device to be forwarded to apreviously denoted, other terminal. | call forwarding (the only directly available feature) | renvoi d'appel  | Rufumleitung | Inoltro chiamata | desvío de llamada |  |
|  | **call diversion when no reply** | This service permits mobile device user to re-direct all incoming calls to another number, or just those associated with a specific basic service, which meet with no reply and are addressed to the user's number | \*61\*number# (network/system variable service; syntax-activated); should be "forward when no reply or not reachable" | renvoi d'appel en absence de réponse | Rufumleitung bei ausbleibender Antwort | Inoltro chiamata se non disponibile | desvío de llamada si no contesta |  |
|  | **call transfer** | A feature that allows to transfer an ongoing call from a mobile device to another user | (call forwarding) | transfert d'appel | Gespräch weiterleiten | trasferimento di chiamata | desvío de llamadas |  |
|  | **call waiting** | This service enables a mobile device user to be notified during a call of another incoming call in a waiting position. The user then has the choice of accepting, rejecting or ignoring the waiting call making use of switching orders | call waiting | appel en attente  | Anklopfen | chiamata in attesa | llamada en espera |  |
|  | **hold call** | This supplementary service allows a mobile device user to interrupt communication on an existing call and then subsequently, if desired, to re-establish communication | hold | appel en attente | (Anruf) halten | attendere (in linea) | retener llamada |  |
|  | **call forwarding** | A feature that allows incoming calls to a mobile device to be forwarded to other previously denoted answering positions | call forwarding  | transfert d'appel / renvoi d'appel | Anrufweiterleitung | inoltro di chiamata | desvío de llamadas |  |
|  | **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 | roaming | itinérance / roaming | Roaming | roaming | itinerancia |  |
|  | **Wi-Fi assist** | Automatically use the available mobile data connection from a mobile device, when Wi-Fi is not available or satisfactory | Wi-Fi assist, adaptive Wi-Fi? | assistance wifi | WLAN-Optimierung? | Wi-Fi assist |  | this is the normal mode in most phones: no user interaction needed > candidate for removal |
|  | **Wi-Fi calling** | Voice calls connected through a Wi-Fi network from a mobile device, without the need to use a specific application or log-in | Wi-Fi calling | appel wifi | WLAN-Anrufe | Wi-Fi calling | llamada Wi-Fi |  |
|  | **reset mobile data usage (meter and statistics)** | Set the mobile data usage meter in a mobile device to zero (or another value) | reset data (cycle/ limit) | réinitisalisation des données | mobile Daten / Datennutzung zurücksetzen | reset dati mobili | reiniciar/restablecer contador de datos móviles |  |
|  | **hide number / name from called party** | This service enables the calling party to prevent presentation of its number or name to the called party | show/hide caller ID (on/off) | afficher/masquer le numéro | Rufnummerunterdrückung | mostra/nascondi numero | mostrar/ocultar mi número |  |

### 6.4.6 Telephony services: Data access and services

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

Table 19: Telephony services: Data access and services

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **personal hotspot** | Sharing of mobile data access between mobile devices or users by creating a personal broadcasting hotspot that also serves as an access point. | (personal, mobile) hotspot | hotspot | mobiler Hotspot | hotspot mobile | compartir la conexión a internet mediante Wi-Fi; convertir el teléfono en un punto de acceso Wi-Fi | already covered in general terms section |
|  | **social care alarm** | A service to request assistance on a single key press from a mobile device (typically provided to older people living alone). | red button, alarm key (upcoming service) | appel d'urgence  | Notruf | pulsante d'emergenza | llamada de emergencia |  |
|  | **man down, fall detection** | A mobile device feature used by guards and inspection staff, triggering an alarm due to the lack of movement for a pre-set time | man down, hard fall (upcoming applications) | chute brutale *(this term is used for telealarm)I Agree that the concept has to be clarified.*  | Sturzerkennung | uomo a terra(*the term is available in italian - and also defined by law - but not really used in common language)* | detección de caídas | (not implemented in the mobille checked) |
|  | **no data access** | Mobile device mobile data access unavailable (typically due to lack of network coverage, or technical failure). | no service, no data access, no Internet access | pas de service, pas d'accès données, pas d'accès internet | kein Netz; keine Datenverbindung | nessun servizio; nessun accesso internet | sin acceso a datos |  |

### 6.4.7 IP telephony

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

Table 20: IP telephony

| Index | Technical term | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **activate (Skype, WhatsApp or other applicationswith similar functionality)** | Internet Protocol-enabled and Internet connection-requiring, single-or multimodal, person-to-person or multi-party communication applications for mobile devices (including messaging, file transfer and virtual presence features) | launch | lancer / activer (un service) | starten | not clear the concept | ejecutar / abrir (la aplicación) |  |
|  | **add contact to ongoing call** | Expand an ongoing call to a multi-party call in a mobile device | add call, conference | conférence | Gesprächspartner hinzufügen; (Gespräch erweitern zu) Konferenzanruf | aggiungi, aggiungi contatto a chiamata | añadir interlocutor a la conferencia.  |  |
|  | **block caller** | Ban incoming communication to a mobile device from a certain caller identity | blocked call, block number, block contacts  | appel bloqué | Anrufer sperren; Anrufer blockieren | blocca contatto | bloquear número |  |
|  | **contact(s)** | Communication contacts in a mobile device | contacts | contacts | Kontakte | Contatti | contactos | May require handshaking and acceptance á priori |
|  | **send message/ reply with message** | Provide feedback to the caller through a different modality from a mobile device | send message, respond with text | envoyer un message, répondre par texte | mit Nachricht antworten | invia messaggio; rispondi | responder con un mensaje de texto, rechazar llamada y enviar un mensaje de texto |  |

## 6.5 Photography

### 6.5.1 Overview

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

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

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

### 6.5.2 Taking photos

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

Table 21: 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 pendant 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 recognizing 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 |  |

### 6.5.3 Handling photos

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

Table 22: 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 | **Organize photos** | Functionality of a mobile device for organizing photos previously taken by that mobile device (e.g. for sorting them in terms of the time or place the photos have been taken) | organize 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 | **Synchronize photos** | Functionality of a mobile device for synchronizing 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 |  |

### 6.5.4 Taking and handling videos

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

Table 23: 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

### 6.6.1 Overview

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.*

### 6.6.2 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 24: Media services: AV access and retrieval

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

### 6.6.3 Text access and retrieval

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

*It is currently in development.*

Table 25: Media services: Text access and retrieval

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

### 6.6.4 Real-time access and retrieval

This clause 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 26: Media services: Real-time access and retrieval

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

### 6.6.5 Creation and handling

This clause 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 27: Media services: Creation and handling

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

## 6.7 Messaging services

### 6.7.1 Overview

This clause 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.*

### 6.7.2 Voice-based messaging

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

*It is currently in development.*

Table 28: Messaging services: Voice-based messaging

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

### 6.7.3 Text-based messaging

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

*It is currently in development.*

Table 29: Messaging services: Text-based messaging

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

### 6.7.4 Multimedia messaging

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

*It is currently in development.*

Table 30: Messaging services: Multimedia messaging

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

## 6.8 Navigation, maps and location services

### 6.8.1 Overview

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

*It is currently in development.*

### 6.8.2 Navigation

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

*It is currently in development.*

Table 31: Navigation, maps and location services: Navigation

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

### 6.8.3 Location services

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

*It is currently in development.*

Table 32: Navigation, maps and location services: Location services

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

### 6.8.4 Positioning

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

*It is currently in development.*

Table 33: Navigation, maps and location services: Positioning

| 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.

*The section is currently in development.*

### 6.9.2 Banking and payment

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

Table 34: Bank and buy terms: Banking and payment

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

### 6.9.3 e-Commerce

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

*The section is currently in development.*

Table 35: Bank and buy terms: e-Commerce

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

### 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 36: 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

### 6.10.1 Overview

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

*It is currently in development.*

### 6.10.2 Information and management

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

*It is currently in development.*

Table 37: *e*-Health services: Information and management

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

### 6.10.3 Monitoring

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

*It is currently in development.*

Table 38: *e*-Health services: Monitoring

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

### 6.10.4 Diagnosis and treatment

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

*It is currently in development.*

Table 39: *e*-Health services: Diagnosis and treatment

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

### 6.10.5 Fitness and prevention

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

*It is currently in development.*

Table 40: *e*-Health services: Fitness and prevention

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

## 6.11 Travel services

### 6.11.1 Overview

The present clause covers the terminology related to travel services.

*It is currently in development.*

### 6.11.2 Travel planning

The present clause covers the terminology related to travel planning.

*It is currently in development.*

Table 41: Travel services: Travel planning

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

### 6.11.3 Instant transport

The present clause covers the terminology instant transports.

*It is currently in development.*

Table 42: Travel services: Instant transport

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

## 6.12 Searching and browsing

### 6.12.1 Overview

The present clause covers the terminology related to searching and browsing.

*It is currently in development.*

### 6.12.2 Searching for information

The present clause covers the terminology related to information searching.

*It is currently in development.*

Table 43: Searching and browsing: Searching for information

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

### 6.12.3 Browsing

The present clause covers the terminology related to browsing.

*It is currently in development.*

Table 44: Searching and browsing: Browsing

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

## 6.13 Social media services

### 6.12.1 Overview

The present clause covers the terminology of social media.

*It is currently in development.*

### 6.13.2 Configuration and access

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

*It is currently in development.*

Table 45: Social media services: Configuration and access

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

### 6.13.3 Service handling

The present clause covers the terminology of social media service handling.

*It is currently in development.*

Table 46: Social media services: Service handling

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

## 6.14 Games

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

*It is currently in development.*

Table 47: Games

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

## 6.15 Tools and miscellaneous

### 6.15.1 Overview

The present clause 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.*

### 6.15.2 Time management

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

*It is currently in development.*

Table 48: Tools and miscellaneous: Time management

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

### 6.15.3 Information management

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

*It is currently in development.*

Table 49: Tools and miscellaneous: Information management

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

### 6.15.4 Security settings

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

*It is currently in development.*

Table 50: Tools and miscellaneous: Security settings

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

## 6.16 Societal services and messages

### 6.16.1 Overview

This clause is under consideration. If included, it may address the ICT part of societal services and messages (e.g. 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.

Table 51: Societal services and messages

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

# 7 Terminology management and harmonization aspects

## 7.1 Terminology management

Terminology management is a process to organize and associate terms with a clear set of rules for their usage (e.g. through a term base).

The terminology should be useful for manufacturers’ terminology management systems: companies invest in terminology management in order to ensure that the terms used across the company (e.g. in internal documents, in external documents such as user guides, in user interfaces, and for commercial information such as advertisements) are used consistently, not confusing readers and users.

Unmanaged terminology will easily become inconsistent, leading to unsatisfactory terms and translations difficult to re-use - that will lead to more time- and resource-intensive processes. It typically also reduces user satisfaction and leads to user confusion, limits cognitive accessibility and is often a main reason to the under-use of (potentially beneficial) functionality.

EG 202 417 ([i.3]) provides detailed guidelines on how terminology management can help improving the quality of user documentation.

*Furthermore - to be done (partly based on this reference - adapted and updated, focusing on harmonization):*

## 7.2 Harmonization aspects

* *EG clause 10: User and Internet fora: Information provisioning +*
* *EG clause 11: Maximizing (usability and?) accessibility: older and functionally limited users (including young, older, visually/hearing/cognitively limited) +*
* *Benefits and challenges of harmonization. Consistency across UI, UG etc.*

# 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 | Workshop draft (further progressed version of 0.0.4 – more terms and tables developed and included; also used for TC HF#77 reporting purposes. |
| 0.0.5 | October 19, 2018 | Clean-up done by **editHelp!**E-mail: mailto:edithelp@etsi.org |
| 0.0.6 | October 24, 2018 | Post-Workshop working draft used for TC HF#77 progress reporting, presentation and discussion purposes  |
| 0.0.7 | November 02, 2018 | Further fine-tuned, updated version used for EC/EFTA Interim Progress reporting purposes (Milestone C) |
| **THIS VERSION:**  |
| **0.0.8** | **December 20, 2018** | **Further progressed, stable draft – for TC HF RC and ETSI progress reporting purposes (Milestone D)** |
| ***COMING VERSIONS:*** |
| *0.0.9* | *January- February 2019* | *Further progressed stable draft. Will provide General sections reviewed in more detail and most entries for the Applications sections.* |
| *0.0.x* | *March 6, 2019* | *Final draft for TC HF approval* |
| *0.0.y* | *March 25* | *Updated final draft for TC HF RC approval (if necessary)* |