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# Foreword

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

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

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

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

# Modal verbs terminology

In the present document "**should**", "**should not**", "**may**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](https://portal.etsi.org/Services/editHelp%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 harmonised 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 harmonisation among devices, services, and application, i.e. in those areas intended by manufacturers to convey a certain brand feature or image. A harmonised 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 harmonised 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 subsidised devices linked to fixed service plans), end-user loyalty to network operators and device manufacturers decreases.

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

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

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

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

#

# 1 Scope

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

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

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

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

# 2 References

## 2.1 Normative references

Normative references are not applicable in the present document.

## 2.2 Informative references

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

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

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

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

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

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

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

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

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

# 3 Definitions and abbreviations

## 3.1 Definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

NOTE: Based on the Oxford dictionary.

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

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

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

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

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

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

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

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

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

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

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

## 3.2 Abbreviations

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

CLI Calling Line Identification

EDGE Enhanced Data Rates for GSM Evolution

EMS Enhanced Message Service

GPRS General Packet Radio Service

GSM Global System for Mobile telecommunication

ICT Information and Communication Technologies

ISP Internet Service Provider

ITU-T International Telecommunications Union - Telecommunication standardization sector

LTE Long Term Evolution

MMI Man-Machine Interface

MMS Multimedia Message Service

M-Services Mobile data Services

OTA Over-The-Air configuration

P3P Privacy Preferences Protocol

PIN Personal Identity Number

PSAP Public Safety Answering Point

SMS Short Message Service

UCI Universal Communications Identifier

UG User Guide

UI User Interface

UMTS Universal Mobile Telecommunication System

UPT Universal Personal Telecommunication

WAP Wireless Application Protocol

WCDMA Wideband Code Division Multiple Access

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

# 4 User requirements

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

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

Uniformity in the interactive elements increases the transfer of learning between different devices, services, and applications. Such knowledge transfer becomes even more important in a world of ubiquitous devices and services used by heterogeneous users. In particular harmonised terms (used across devices, services, and applications from different manufacturers and providers) improve the overall usability of the entire ICT ecosystem. Use of the harmonised 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, harmonised, 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 harmonised vocabulary should be easy to remember, recognise, and retrieve, and the individual terms should represent their related concepts well. A well-designed user terminology should have a shallow learning curve and cover most common tasks and use cases users are likely to encounter through the most common, every-day use patterns.

# 5 Method

## 5.1 General

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

The method employed consists of three phases:

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

## 5.2 Phase 1: Identification of objects and activities

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

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

Objects and activities were selected if they help users

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

Objects and activities were not selected if they cover

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

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

## 5.3 Phase 2: Collection of terms

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

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

## 5.4 Phase 3: Analysis and selection

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

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

# 6 List of terminologies

## 6.1 Domain categories and principles of use

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

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

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

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

## 6.2 General terms

### 6.2.1 Overview

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

General terms are classified in the following sub-categories:

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

### 6.2.2 General terms: Hardware and physical elements

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

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

Table 1: General terms – Hardware and physical elements

| Index | Technical term  | 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) |  |  |  |  |  |  |
|  | device layout | External layout of the mobile device  |  |  |  |  |  |  |
|  | water resistant | Quality of a mobile device of tolerance to water  |  |  |  |  |  |  |
|  | dust resistant | Quality of a mobile device of tolerance to dust |  |  |  |  |  |  |
|  | screen | Display of a mobile device |  |  |  |  |  |  |
|  | edge screen | A display of a mobile device that is curved in the device’s edges |  |  |  |  |  |  |
|  | touch screen | Input and output device of a mobile device for direct user interaction with what is being displayed |  |  |  |  |  |  |
|  | hard key | Hard key (physical key as opposed to a soft key) of a mobile device |  |  |  |  |  |  |
|  | power key | Key used to power on and off the mobile device |  |  |  |  |  |  |
|  | volume keys | Keys of a mobile device used to change the volume setting |  |  |  |  |  |  |
|  | ring / silent switch | Key of a mobile device to put the device in silent mode or ring mode |  |  |  |  |  |  |
|  | wizard key | Key that executes the software assistant (wizard) |  |  |  |  |  |  |
|  | front camera | Camera situated in the front of the mobile device |  |  |  |  |  |  |
|  | rear camera | Camera situated in the back of the mobile device |  |  |  |  |  |  |
|  | dual rear camera | Set of two rear cameras in a mobile device |  |  |  |  |  |  |
|  | iris recognition camera | Camera used in a mobile device for iris recognition functionality  |  |  |  |  |  |  |
|  | flash | Flash device of a mobile device used to take photos |  |  |  |  |  |  |
|  | torch |  |  |  |  |  |  |  |
|  | speaker | Loudspeaker of a mobile device (typically also used for hands-free mode) |  |  |  |  |  |  |
|  | microphone | Microphone of a mobile device (typically also used for hands-free mode) |  |  |  |  |  |  |
|  | front microphone | Microphone on the front side of a mobile device (typically also used for hands-free mode) |  |  |  |  |  |  |
|  | rear microphone | Microphone on the back side of a mobile device |  |  |  |  |  |  |
|  | headset jack | Headset / earphone connector (socket) of a mobile device  |  |  |  |  |  |  |
|  | 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 | Pin used to extract a tray from a mobile device, typically containing SIM or memory cards |  |  |  |  |  |  |
|  | SIM card | Subscriber Identification Module (software running on a UICC card) |  |  |  |  |  |  |
|  | USIM card | Universal Subscriber Identification Module (consisting of the USIM application software and the UICC card) |  |  |  |  |  |  |
|  | dual SIM | Functionality of a mobile device to be able to handle two SIM cards (with two independent subscriptions) |  |  |  |  |  |  |
|  | SIM card tray | Tray for the SIM card of a mobile device |  |  |  |  |  |  |
|  | memory card | Memory card used in a mobile device (e.g. for storing photos or music) |  |  |  |  |  |  |
|  | microSD card | microSD card used in a mobile device (e.g. for storing photos or music) |  |  |  |  |  |  |
|  | memory card tray | Tray for the memory card of a mobile device |  |  |  |  |  |  |
|  | USB power adaptor | Connector for providing DC power to a mobile device via a USB interface |  |  |  |  |  |  |
|  | USB type-C connector | Type-C connector for a USB interface |  |  |  |  |  |  |
|  | micro USB connector | Micro type USB connector |  |  |  |  |  |  |
|  | LED indicator | Light Emitter Diode indicator used in mobile devices to indicate a certain state (e.g. missed calls) |  |   |   |   |  |  |
|  | main antenna | antenna used for the telephony network |  |   |   |   |  |  |
|  | GPS | Global Positioning System |  |  |  |  |  |  |
|  | GPS antenna | Receiver antenna for the Global Positioning System (GPS) |  |  |  |  |  |  |
|  | NFC | Near Field Communication (short range radio technology used to support various functionalities of a mobile device) |  |  |  |  |  |  |
|  | NFC antenna | Antenna for NFC |  |  |  |  |  |  |
|  | iris recognition | Functionality of a mobile device for recognising the iris of the user |  |  |  |  |  |  |
|  | proximity/light sensor | Sensor used in a mobile device for detecting user proximity or light (the sensor is typically infrared based) |  |  |  |  |  |  |
|  | heart rate sensor | Sensor used in a mobile device for detecting the heart rate of the user |  |  |  |  |  |  |
|  | fingerprint sensor | Fingerprint sensor of a mobile device (often used to unlock the device) |  |  |  |  |  |  |
|  | battery | The internal rechargeable battery of a mobile device (it may or may not be detachable) |  |  |  |  |  |  |
|  | wireless charging | Functionality of a mobile device that allows the charging the mobile device without cables (this functionality is typically based on magnetic induction) |  |  |  |  |  |  |
|  | overheating | Excessive temperature of a mobile device that is perceivable by the user |  |  |  |  |  |  |
|  | fast charging | Functionality of a mobile device for the rapid charging of the battery |  |  |  |  |  |  |
|  | charging speed | Speed at which the battery of the mobile device can be charged |  |  |  |  |  |  |
|  | wireless charging coil | Coil used for wireless charging |  |  |  |  |  |  |
|  | pen | Pencil-like device used for several functions on a touchscreen |  |   |   |   |  |  |

###

### 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  | 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 |  |  |  |  |  |  |
|  | 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 |  |  |  |  |  |  |
|  | battery charger | Device used for charging the batteries of a mobile device |  |  |  |  |  |  |
|  | USB cable | USB interface cable used inter alia for exchanging information (e.g. photos) between a mobile device and other devices (e.g. a PC) |  |  |  |  |  |  |
|  | earphone / headphone / headset | Device used for listening to the phone privately  |  |  |  |  |  |  |
|  | Bluetooth headset | Device used for listening to the phone privately connected via Bluetooth wireless connection |  |  |  |  |  |  |

### 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 related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | operating system | The operating system of a mobile device (e.g. iOS or Android) |  |  |  |  |  |  |
|  | multitasking | Capability of the operating system of a mobile device to execute several tasks/programs at the same time |  |  |  |  |  |  |
|  | 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 |  |  |  |  |  |  |
|  | software update | Ability to update the device operating system or other software |  |  |  |  |  |  |

### 6.2.5 General terms: Control functions – buttons / 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

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | soft buttons | Control keys represented in the display of a mobile device and activated by means of the device’s touch capability |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | recently-used button | Soft or hard key of a mobile device used to recall recently-used features or calls |  |  |  |  |  |  |
|  | home button | Soft or hard key of a mobile device used to open the main screen |  |  |  |  |  |  |

### 6.2.6 General terms: Control functions - gestures

Control gestures are a very important mechanism of interaction of the end user with the device. This sub-category describes those perceived by the end user as a “button”. They are normally implemented using the capabilities of the touch screen and requires touching it with one or more fingers. Depending on the way the user touches the screen, one or other action 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 nto the device using the device’s touch screen |  |  |  |  |  |  |
|  | tapping | Touch control gesture of briefly touching the screen of a mobile device |  |  |  |  |  |  |
|  | tapping and holding | Touch control gesture of touching the screen of a mobile device and keeping the finger on it |  |  |  |  |  |  |
|  | dragging | Touch control gesture of touching the screen of a mobile device and subsequently moving the finger |  |  |  |  |  |  |
|  | double-tapping | Touch control gesture of briefly touching twice the screen of a mobile device |  |  |  |  |  |  |
|  | double-tapping and holding |  |  |  |  |  |  |  |
|  | swiping | Touch control gesture of quickly moving (“swiping”) one’s finger across the screen of a mobile device |  |  |  |  |  |  |
|  | spreading | Touch control gesture of touching the screen of a mobile device with two fingers and moving them apart |  |  |  |  |  |  |
|  | pinching | Touch control gesture of touching the screen of a mobile device with two fingers and moving them closer |  |  |  |  |  |  |

### 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) |  |  |  |  |  |  |
|  | turning the device on | User activity of turning a mobile device on |  |  |  |  |  |  |
|  | turning the device off | User activity of turning a mobile device off |  |  |  |  |  |  |
|  | restarting the device | User activity (or device functionality) of restarting a mobile device |  |  |  |  |  |  |
|  | login | User activity of logging into a mobile device |  |  |  |  |  |  |
|  | 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 |  |  |  |  |  |  |
|  | flight mode |  |  |  |  |  |  |  |
|  | charging the battery | User activity (or device functionality) of charging the battery of a mobile device |  |  |  |  |  |  |
|  | setup | User activity (or device functionality) of setting up a mobile device |  |  |  |  |  |  |
|  | initial setup | User activity (or device functionality) of setting up a mobile device for first use |  |  |  |  |  |  |
|  | reset to factory settings | User activity (or device functionality) of resetting a mobile to factory settings |  |  |  |  |  |  |
|  | setting |  |  |  |  |  |  |  |
|  | inserting a memory card | User activity of inserting a memory card into mobile device |  |  |  |  |  |  |
|  | formatting a memory card | User activity (or device functionality) of formatting a memory card in a mobile device |  |  |  |  |  |  |
|  | removing a memory card | User activity of removing a memory card from a mobile device |  |  |  |  |  |  |
|  | unmount | Functionality of a mobile device to logically disconnect a device such as a memory card |  |  |  |  |  |  |
|  | welcome screen |  |  |  |  |  |  |  |
|  | lock screen |  |  |  |  |  |  |  |
|  | status bar |  |  |  |  |  |  |  |
|  | app | Software program (application) designed to be run on a mobile device |  |  |  |  |  |  |
|  | installing apps | User activity (or device functionality) of installing an app on a mobile device |  |  |  |  |  |  |
|  | running apps | User activity (or device functionality) of running an app on a mobile device |  |  |  |  |  |  |
|  | updating apps | User activity (or device functionality) of updating an app on a mobile device |  |  |  |  |  |  |
|  | deleting apps | User activity (or device functionality) of deleting an app from a mobile device |  |  |  |  |  |  |
|  | navigation app | App that can be run on a mobile device that provides navigation guidance to the user |  |  |  |  |  |  |
|  | recording videos | User activity (or device functionality) of recording a video on a mobile device |  |  |  |  |  |  |
|  | streaming videos | User activity (or device functionality) of streaming a video on a mobile device |  |  |  |  |  |  |
|  | (playing) games | User activity of using game apps on a mobile device |  |  |  |  |  |  |
|  | 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 |  |  |  |  |  |  |
|  | save / secure |  |  |  |  |  |  |  |
|  | email | Email (electronic mail) that can be generated, received, stored, etc. on a mobile device |  |  |  |  |  |  |
|  | view | User activity of viewing data or media on a mobile device |  |  |  |  |  |  |
|  | search | User activity (or device functionality) of searching for data or media on a mobile device |  |  |  |  |  |  |
|  | print | User activity (or device functionality) of printing data or media stored on a mobile device |  |  |  |  |  |  |
|  | edit | User activity (or device functionality) of editing data or media stored on a mobile device |  |  |  |  |  |  |
|  | share | User activity (or device functionality) of making data or media stored on a mobile device available to other users or services |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | 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  |  |  |  |  |  |  |
|  | rename | User activity (or device functionality) of renaming a file of data or media stored on a mobile device |  |  |  |  |  |  |
|  | add (item) | User activity (or device functionality) of adding an item (e.g. an image of sound file) on a mobile device |  |  |  |  |  |  |
|  | delete (item) | User activity (or device functionality) of deleting an item (e.g. an image of sound file) from a mobile device |  |  |  |  |  |  |
|  | rearrange | User activity (or device functionality) of rearranging items (e.g. image files) on mobile device |  |  |  |  |  |  |
|  | syncing (with) | User activity (or device functionality) of syncing (selected) data items stored on mobile device with an external device (e.g. a cloud server) |  |  |  |  |  |  |
|  | multi window | Device functionality of (optionally) displaying contents on more than one screen |  |  |  |  |  |  |
|  | cloud | Cloud-based services, including web applications, software as a service, and online backup |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | tethering | Ability of a mobile device to act as a mobile hotspot (sharing a mobile data connection with other devices) |  |  |  |  |  |  |
|  | location |  |  |  |  |  |  |  |
|  | profile |  |  |  |  |  |  |  |
|  | notification |  |  |  |  |  |  |  |
|  | wake-up set |  |  |  |  |  |  |  |
|  | ring tone |  |  |  |  |  |  |  |
|  | text entry |  |  |  |  |  |  |  |
|  | sounds | sounds used as indication of incoming calls, events, alarms or notifications |  |  |  |  |  |  |
|  | vibration | vibration of the phone used as indication of incoming calls, events, alarms or notifications |  |  |  |  |  |  |
|  | voice command |  |  |  |  |  |  |  |
|  | voice interface |  |  |  |  |  |  |  |

### 6.2.8 General terms: Radio-related

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 related

| 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) |  |  |  |  |  |  |
|  | signal strength  | Intensity of the RF signal received by a mobile device |  |  |  |  |  |  |
|  | signal strength indicator | Indicator of signal strength received by a mobile device (typically a symbol or icon in the upper side of the display) |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | Network | A radio network, typically the mobile service network |  |  |  |  |  |  |
|  | GPRS network | GPRS radio connection in the mobile service network |  |  |  |  |  |  |
|  | EDGE network | EDGE radio connection in the mobile service network |  |  |  |  |  |  |
|  | UMTS network | UMTS (3G) radio connection in the mobile service network |  |  |  |  |  |  |
|  | HSDPA network | HSDPA radio connection in the mobile service network (sometimes referred to as 3.5 G) |  |  |  |  |  |  |
|  | HSPA+ network | HSPA+ radio connection in the mobile service network (sometimes referred to as 3.5 G) |  |  |  |  |  |  |
|  | LTE network | LTE (4G) radio connection in the mobile service network |  |  |  |  |  |  |
|  | Wi-Fi | Short range license-exempt radio based on IEEE 802,11 standard |  |  |  |  |  |  |
|  | Bluetooth | Short range license-exempt radio based on the Bluetooth/IEEE 804.15 standard |  |  |  |  |  |  |

## 6.3 Accessibility terms

### 6.3.1 Access, setup and configuration

Table 8: Accessibility terms – access, setup, and configuration related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Access, setup, configuration | Abcde |  |  |  |  |  |  |

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### 6.3.2 Interaction and dexterity

Table 9: Accessibility terms – interaction and dexterity related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Interaction and dexterity | Efghi |  |  |  |  |  |  |

### 6.3.3 Vision

Table 10: Accessibility terms – vision related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Vision | Jklmn |  |  |  |  |  |  |

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### 6.3.4 Hearing

Table 11: Accessibility terms – hearing related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Hearing | Opqrs |  |  |  |  |  |  |

### 6.3.5 Learning / cognitive

Table 12: Accessibility terms – learning / cognitive related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Learning / cognitive | Tuvwx |  |  |  |  |  |  |

### 6.3.6 Media

Table 13: Accessibility terms – media related

| Index | Technical term  | Description | English | French | German | Italian | Spanish | Comment |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Media | Yzåäö |  |  |  |  |  |  |

## 6.4 Telephony services

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### 6.4.1 Basic voice-call handling

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### 6.4.2 Advanced voice-call handling

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### 6.4.3 Network selection

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### 6.4.4 Data-enabled real-time services

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### 6.4.5 Media-rich real-time services

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## 6.5 Photography

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### 6.5.1 Taking photos

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Table n: 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 |  |  |  |  |  |  |
|  | Take a selfie | Activity of taking a photo of oneself with a mobile device (usually with the front camera) |  |  |  |  |  |  |
|  | Photo / camera mode | Functionality mode of a mobile device for taking photos and/or videos |  |  |  |  |  |  |
|  | Moving pictures / short video  | Functionality mode of a mobile device for taking short videos / animated photos |  |  |  |  |  |  |
|  | Portrait mode | Functionality mode of a mobile device for taking photos of faces |  |  |  |  |  |  |
|  | Beauty mode | Functionality mode of a mobile device for taking photos of people applying beautification filters |  |  |  |  |  |  |
|  | Shutter (button) | Control of a mobile device for causing a photo to be taken |  |  |  |  |  |  |
|  | Burst mode | Functionality mode of a mobile device for taking a series of photos |  |  |  |  |  |  |
|  | Filter | Manipulation applied to a photo taken or to be taken (originally done by applying a filter to the lens of a camera) |  |  |  |  |  |  |
|  | Effect | Manipulation applied to a photo taken or to be taken (often by distorting elements of the photo or by adding additional ones) |  |  |  |  |  |  |
|  | Focus | Area of the photo (to be taken) that is clear (e.g. the motive is in focus in front of a blurred background) |  |  |  |  |  |  |
|  | Lens | Part of a mobile device that corresponds to the lens of a photo camera |  |  |  |  |  |  |
|  | Still photo | Functionality of a mobile device enabling the capture of an individual image from an (ongoing) video capture |  |  |  |  |  |  |
|  | Panorama (photo) | Functionality of a mobile device enabling the capture of a 360° image of the surroundings |  |  |  |  |  |  |
|  | 3D Panorama | Functionality of a mobile device enabling the capture of a 360° image of the surroundings in 3D |  |  |  |  |  |  |
|  | Close-up photo | Functionality of a mobile device enabling the capture of a photo from a close distance |  |  |  |  |  |  |
|  | Wide-angle photo | Functionality of a mobile device enabling the capture of a photo in wide angle |  |  |  |  |  |  |
|  | Wide aperture mode | Functionality of a mobile device enabling the capture of a photo in wide angle (same as wide angle?) |  |  |  |  |  |  |
|  | Flash | Component of a mobile device that can emit a flash when a photo is taken |  |  |  |  |  |  |
|  | Flash mode | Functionality mode of a mobile device that controls whether a flash is emitted when a photo is taken |  |  |  |  |  |  |
|  | Flashlight | Functionality of a mobile device that allows the use of the device’s camera flash as a flashlight (torch) |  |  |  |  |  |  |
|  | Zoom in | Functionality of a mobile device for zooming into a photo (to be taken) |  |  |  |  |  |  |
|  | Zoom out | Functionality of a mobile device for zooming out of a photo (to be taken) |  |  |  |  |  |  |
|  | Switch cameras | Functionality of a mobile device for switching between cameras (usually between front and rear camera) |  |  |  |  |  |  |
|  | Front camera | Camera of the front side of a mobile device (often used for “selfies” and video calls) |  |  |  |  |  |  |
|  | Rear camera | Camera of the rear side of a mobile device |  |  |  |  |  |  |
|  | Screenshot | Functionality of a mobile device for capturing the screen contents and saving it as a graphics file |  |  |  |  |  |  |
|  | Face detection / recognition | Functionality of a mobile device for detecting and/or recognising human faces |  |  |  |  |  |  |
|  | Exposure | Amount of light per unit area reaching the electronic image sensor of a mobile device capable of photography |  |  |  |  |  |  |
|  | Resolution | The detail (expressed in pixels) an image holds that is being or has been taken by the camera of a mobile device |  |  |  |  |  |  |
|  | Timer | Functionality of a mobile device for delaying a photo to be taken |  |  |  |  |  |  |
|  | HDR | High Dynamic Range, optional increased dynamic range for photos to be taken by the camera of a mobile device |  |  |  |  |  |  |
|  | White balance | Also referred to as colour balance, the global adjustment of the intensities of colours for cameras of mobile devices |  |  |  |  |  |  |

### 6.5.2 Handling photos

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Table n: 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 |  |  |  |  |  |  |
| n.2  | Display photo | Functionality of a mobile device for displaying a photo previously taken by that mobile device |  |  |  |  |  |  |
| n.3 | Play slideshow | Functionality of a mobile device for displaying a series of photos previously taken by that mobile device |  |  |  |  |  |  |
| n.4 | Edit photo | Functionality of a mobile device for editing a photo previously, e.g. one taken by that mobile device |  |  |  |  |  |  |
| 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) |  |  |  |  |  |  |
| n.6 | Organise photos | Functionality of a mobile device for organising photos previously taken by that mobile device (e.g. for sorting them in terms of the time or place the photos have been taken) |  |  |  |  |  |  |
| n.7 | Share photos | Functionality of a mobile device for displaying a photo previously taken by that mobile device |  |  |  |  |  |  |
| n.8 | Synchronise photos | Functionality of a mobile device for synchronising photos on a mobile device with other storage locations |  |  |  |  |  |  |
| n.9 | Collection | A set of photos collated according to some criterion such as the time or place the photos have been taken |  |  |  |  |  |  |
| n.10 | Album | A set of photos collated according to some criterion such as the time or place the photos have been taken |  |  |  |  |  |  |
| 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 |  |  |  |  |  |  |
| n.12 | Geolocation | Functionality of a mobile device for capturing and storing the geo-coordinates of a photo being taken |  |  |  |  |  |  |
| n.13 | Location | Location at which a photo has been taken |  |  |  |  |  |  |
| n.14 | Crop photo | Functionality of a mobile device for cropping a photo (i.e. cutting off parts from the edges of the photo) |  |  |  |  |  |  |
| n.15 | Auto enhance | Functionality of a mobile device for enhancing the appearance of photos taken with the mobile device |  |  |  |  |  |  |
| n.16 | Brightness | Functionality of a mobile device for adjusting the brightness of photos taken with the mobile device |  |  |  |  |  |  |
| n.17 | Contrast | Functionality of a mobile device for adjusting the contrast of photos taken with the mobile device |  |  |  |  |  |  |
| n.18 | Saturation | Functionality of a mobile device for adjusting the saturation of photos taken with the mobile device |  |  |  |  |  |  |
| 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 mode |  |  |  |  |  |  |  |
|  | Colour temperature |  |  |  |  |  |  |  |
| 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) |  |  |  |  |  |  |
| n.21 | Print photo | Functionality of a mobile device for sending a photo to be printed to a printer or printing service  |  |  |  |  |  |  |

### 6.5.3 Taking and handling videos

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Table n: Photography – 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  |  |  |  |  |  |  |
|  | Video mode | Functionality mode of a mobile device for taking a video  |  |  |  |  |  |  |
|  | Record (a scene) | Activity of recording a scene with the video functionality of a mobile device |  |  |  |  |  |  |
|  | Video clip | (Usually short) video taken with a mobile device |  |  |  |  |  |  |
|  | 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) |  |  |  |  |  |  |
|  | Play a video | Functionality of a mobile device for displaying a video previously taken with that mobile device |  |  |  |  |  |  |
|  | Edit a video | Functionality of a mobile device for editing a video previously taken with that mobile device |  |  |  |  |  |  |
|  | Trim a video | Functionality of a mobile device for trimming a video previously taken with that mobile device |  |  |  |  |  |  |

## 6.6 Media services

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### 6.6.1 AV Access and retrieval

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### 6.6.2 Text access and retrieval

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### 6.6.3 Real-time access and retrieval

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### 6.6.4 Creation and handling

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## 6.7 Messaging services

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### 6.7.1 Text-based messaging

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### 6.7.2 Multi-media messaging

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## 6.8 Navigation and maps

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### 6.8.1 Navigation

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### 6.8.2 Location services

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### 6.8.3 Positioning

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## 6.9 Banking and payment services

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### 6.9.1 Payment

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### 6.9.2 eCommerce

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### 6.9.3 Banking

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### 6.9.4 Finance services

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## 6.10 eHealth services

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### 6.10.1 Monitoring services

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### 6.10.2 Diagnosis and treatment

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### 6.10.3 Fitness

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## 6.11 Travel services

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### 6.11.1 Travel planning

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### 6.11.2 Instant transport

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## 6.12 Searching and browsing

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### 6.12.1 Searching for information

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### 6.12.2 Browsing

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## 6.13 Social media services

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### 6.13.1 Service access

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### 6.13.2 Service handling

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## 6.14 Games

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## 6.15 Tools and miscellaneous

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### 6.15.1 Time management

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### 6.15.2 Information management

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Annex A:
Title of annex (if any)

<Text>.

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Annex B:
Title of annex (if any)

# B.1 First clause of the annex

## B.1.1 First subdivided clause of the annex

<Text>.

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Annex X:
Bibliography

This optional informative clause shall start on a new page and be the last annex of an ETSI deliverable or the last but one if followed by the “Change history/Change request history” annex, if any. The Bibliography **shall not contain requirements**.

The Bibliography identifies additional reading material **not mentioned within the document**. Those publications might or might not be publicly available (**no check is made by the ETSI Secretariat**).

The Bibliography **shall include** list of standards, books, articles, or other sources on a particular subject which are not referenced in the document.

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* Use **Heading 9** style for the “Bibliography” annex, see clause 2.13 of the [EDRs](https://portal.etsi.org/Services/editHelp%21/Howtostart/ETSIDraftingRules.aspx) for examples.
* For the listed material use the **Normal** style or bulleted lists (e.g. **B1+**), do not use numbered references.

<Publication>: “<Title>”.

OR

* <Publication>: “<Title>”.

Annex Y:
Change history

| Date | Version | Information about changes |
| --- | --- | --- |
| Nov. 2017 | 0.0.1 | Creation of the document, rough structure |
| Feb. 2018 | 0.0.1 | Scope and table of contents agreed with TC HF |
| Feb. 2018 | 0.0.2 | Scope and table of contents with changes proposed by TC HF |
| June 2018 | 0.0.3 | Inclusion of functional descriptions for functional area “General concepts” and “Photos”; Review and editorial development .Table/terminology development; To be presented to TC HF#76 |
| **September 2018** | **0.0.4** | **Initial draft – overall progress and updated in method, terms and descriptions; used for September Milestone B reporting purposes (THIS VERSION)** |

#

# History

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| --- |
| **Document history** |
| 0.0.1 | Feb. 2018 | Scope and table of contents to be agreed with TC HF |
| 0.0.2 | Feb. 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 | Sep. 2018 | Initial Draft (Milestone B) |