

# DIN EN ISO 9241-171:2008-10 (E)

## Ergonomics of human-system interaction - Part 171: Guidance on software accessibility (ISO 9241-171:2008)

---

<b>Contents</b>		<b>Page</b>
Foreword .....		3
Introduction .....		4
1	Scope .....	6
2	Normative references .....	6
3	Terms and definitions .....	7
4	Rationale and benefits of implementing accessibility .....	13
5	Principles for designing accessible software .....	13
6	Sources of variation in user characteristics .....	14
7	How to use this part of ISO 9241 .....	15
7.1	General .....	15
7.2	Conformance .....	15
8	General guidelines and requirements .....	16
8.1	Names and labels for user-interface elements .....	16
8.2	User preference settings .....	19
8.3	Special considerations for accessibility adjustments .....	21
8.4	General control and operation guidelines .....	22
8.5	Compatibility with assistive technology .....	26
8.6	Closed systems .....	31
9	Inputs .....	31
9.1	Alternative input options .....	31
9.2	Keyboard focus .....	33
9.3	Keyboard input .....	34
9.4	Pointing devices .....	40
10	Outputs .....	44
10.1	General output guidelines .....	44
10.2	Visual output (displays) .....	44
10.3	Text/fonts .....	45
10.4	Colour .....	46
10.5	Window appearance and behaviour .....	47
10.6	Audio output .....	50
10.7	Text equivalents of audio (captions) .....	52
10.8	Media .....	52
10.9	Tactile output .....	53
11	On-line documentation, "Help" and support services .....	53
11.1	Documentation and "Help" .....	53
11.2	Support services .....	54
Annex A (informative)	Overview of the ISO 9241 series .....	56

<b>Annex B (informative) List of requirements .....</b>	<b>60</b>
<b>Annex C (informative) Sample procedure for assessing applicability and conformance .....</b>	<b>62</b>
<b>Annex D (informative) Activity limitation issues .....</b>	<b>73</b>
<b>Annex E (informative) Access features .....</b>	<b>79</b>
<b>Annex F (informative) Accessibility and usability .....</b>	<b>88</b>
<b>Bibliography .....</b>	<b>90</b>