

# DIN EN ISO 24551:2020-08 (E)

## Ergonomics - Accessible design - Spoken instructions of consumer products (ISO 24551:2019)

---

<b>Contents</b>		<b>Page</b>
European foreword .....		3
Foreword .....		4
Introduction .....		5
1	Scope .....	6
2	Normative references .....	6
3	Terms and definitions .....	6
4	Application of the provisions of this document .....	7
5	General requirements and recommendations .....	7
6	Specifications of spoken instructions .....	8
6.1	Ease of hearing spoken instructions .....	8
6.2	Ease of understanding spoken instructions .....	9
6.3	Making the use of the product easier .....	9
7	Information about the product that spoken instructions are to provide .....	9
8	Evaluation of spoken instructions .....	10
Annex A (informative) Sound volume setting of spoken instructions .....		11
Annex B (normative) Validation test for spoken instructions .....		12
B.1	General .....	12
B.2	Participants .....	12
B.3	Evaluation .....	12
B.4	Record of evaluation conditions and results .....	12
Bibliography .....		13