ISO/IEC 20071-31:2026-08 (E)

Information technology - User interface component accessibility - Part 31: Accessibility of kiosks

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Terms and definitions 1

4 User needs 3
4.1 General 3
4.2 Visual needs 3
4.3 Audio needs 4
4.4 Physical needs 4
4.5 Cognitive needs 5

5 Requirements and recommendations 5
5.1 General 5
5.1.1 Independent use 5
5.1.2 Speech output 5
5.1.3 Navigation 5
5.1.4 Reachability 6
5.1.5 Physical operation of user controls 6
5.2 Hardware component 6
5.2.1 General 6
5.2.2 Screen 7
5.2.3 Touchscreen 7
5.2.4 Input slots 7
5.2.5 Fixed mount scanners 7
5.2.6 Dispensers 8
5.2.7 Keys 8
5.2.8 Levers 9
5.2.9 Indicator lamps 9
5.2.10 Audio devices 9
5.3 Installation 10
5.3.1 General 10
5.3.2 Accessible space 10
5.3.3 Illumination 10
5.3.4 Surface glare 10
5.4 Information representation 10
5.4.1 Text 10
5.4.2 Colour 11
5.4.3 Video 11
5.4.4 Flickering or flashing content 12
5.4.5 User controls 12
5.4.6 Easy reading 12
5.4.7 Voice Guidance 12
5.5 User interaction 13
5.5.1 Time limit 13
5.5.2 Feedback 13

5.5.3 Error notification 13
5.5.4 Task cancellation 14
5.5.5 Logical flow 14
5.6 Personal information 15
5.6.1 Biometric identification 15
5.6.2 Security 15

Bibliography 16