

ISO 9241-171:2008-07 (E)

Ergonomics of human-system interaction - Part 171: Guidance on software accessibility

Contents		Page
Foreword		iv
Introduction		vi
1	Scope	1
2	Normative references	1
3	Terms and definitions	2
4	Rationale and benefits of implementing accessibility	8
5	Principles for designing accessible software	8
6	Sources of variation in user characteristics	9
7	How to use this part of ISO 9241	10
7.1	General	10
7.2	Conformance	10
8	General guidelines and requirements	11
8.1	Names and labels for user-interface elements	11
8.2	User preference settings	14
8.3	Special considerations for accessibility adjustments	16
8.4	General control and operation guidelines	17
8.5	Compatibility with assistive technology	21
8.6	Closed systems	26
9	Inputs	26
9.1	Alternative input options	26
9.2	Keyboard focus	28
9.3	Keyboard input	29
9.4	Pointing devices	35
10	Outputs	39
10.1	General output guidelines	39
10.2	Visual output (displays)	39
10.3	Text/fonts	40
10.4	Colour	41
10.5	Window appearance and behaviour	42
10.6	Audio output	45
10.7	Text equivalents of audio (captions)	47
10.8	Media	47
10.9	Tactile output	48
11	On-line documentation, "Help" and support services	48
11.1	Documentation and "Help"	48
11.2	Support services	49
Annex A (informative) Overview of the ISO 9241 series		51
Annex B (informative) List of requirements		55

Annex C (informative) Sample procedure for assessing applicability and conformance	57
Annex D (informative) Activity limitation issues	68
Annex E (informative) Access features	74
Annex F (informative) Accessibility and usability	83
Bibliography	85