

ISO 9241-971:2020 (E)

Ergonomics of human-system interaction — Part 971: Accessibility of tactile/haptic interactive systems

Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Conformity
5	Physical accessibility
6	General requirements and recommendations
6.1	Compatibility with other standards
6.1.1	General
6.1.2	Hardware accessibility
6.1.3	Software accessibility
6.2	Approachability of tactile/haptic interactive systems
6.2.1	Size and space for approach and use of tactile/haptic interactive systems
6.2.2	Reachability
6.2.3	Reachability by remote control
6.2.4	Stability
6.3	Presentation of tactile/haptic information
6.3.1	Presentation of physical information
6.3.2	Multiple formats for presenting tactile/haptic information
6.3.3	Encoding of tactile/haptic information
6.3.4	Contextual interference with tactile/haptic presentations
6.4	Perceivability of tactile/haptic information
6.4.1	General
6.4.2	Discoverability of tactile/haptic components and controls
6.4.3	Distinction between tactile/haptic components or controls
6.4.4	Pausing and repeating tactile/haptic information
6.4.5	Speed of tactile/haptic information
6.4.6	Location of tactile output
6.5	Controllability of tactile/haptic interactions
6.5.1	Controllability
6.5.2	Support of sequential control
6.5.3	Physical attributes of tactile/haptic controls
6.5.4	Activating tactile/haptic controls
6.5.5	Force for activating physical controls
6.5.6	Continuous force for activating physical controls
6.5.7	Physical movements
6.5.8	Activating controls without hands
6.5.9	Activating controls with only one hand
6.5.10	Timing of activating physical controls
6.5.11	Taking breaks
6.6	Individualization of tactile/haptic interactions
6.6.1	Individualization
6.6.2	Individualizing tactile/haptic parameters
6.6.3	Identifying the current parameter values
6.6.4	Default parameter values

- 6.6.5 Reverting to original default parameter values
- 6.6.6 Saving modifications of parameter values
- 6.6.7 Loading saved parameter values
- 6.6.8 Changing individualized parameter values
- 6.6.9 Optimizing the number of adjustable parameters
- 6.7 Error tolerance of tactile/haptic interactions
 - 6.7.1 Error tolerance
 - 6.7.2 Avoiding unintentional activation of physical controls
 - 6.7.3 Providing warnings on potentially dangerous actions
 - 6.7.4 Ignoring harmless actions
 - 6.7.5 Undoing unintended or incorrect activations
- 6.8 Tactile/haptic safety
 - 6.8.1 Safety
 - 6.8.2 Avoiding sensory overstimulation
 - 6.8.3 Avoiding sensory overloads
 - 6.8.4 Avoiding fatigue and repetitive stress injuries
 - 6.8.5 Avoiding positioning and over extension injuries
 - 6.8.6 Safe interaction with device
 - 6.8.7 Avoiding damage to the system
 - 6.9 Tactile/haptic authentication
 - 6.9.1 Security and authentication
 - 6.9.2 Accessible authentication
 - 6.9.3 Alternatives to biometrics

7 Input specific requirements and recommendations

- 7.1 Keyboard specific guidance
 - 7.1.1 Text as a basis for interoperability
 - 7.1.2 Provision of keyboard equivalent inputs
 - 7.1.3 The design of physical keys
 - 7.1.4 Modifier key functions
 - 7.1.5 Virtual keyboards
- 7.2 Pointing device specific guidance
 - 7.2.1 Avoiding need for fine motor skills
- 7.3 Motion tracking specific guidance
- 7.4 Gesture specific guidance
 - 7.4.1 Considerations for gestures
 - 7.4.2 Considerations for gesture controls
- 7.5 Single-switch specific guidance
 - 7.5.1 General
 - 7.5.2 Single switch devices and time-dependent actions
 - 7.5.3 Simultaneous multi-device input guidance

8 Output specific guidance

- 8.1 Vibration specific guidance
 - 8.1.1 Combinations of modalities
 - 8.1.2 Simultaneous multi-device output
 - 8.1.3 Simultaneous multimodal output
 - 8.1.4 Error
 - 8.1.5 Illusion
 - 8.1.6 Avoiding conflicting information
- 8.2 Masking
 - 8.2.1 Temporal and spatial masking
 - 8.2.2 Adaptation to saturation stimulation
- 8.3 Braille specific guidance
 - 8.3.1 Considerations for tactile labels
 - 8.3.2 Use of braille
 - 8.3.3 Tactile cursor in braille supporting systems
 - 8.3.4 Editing braille text
 - 8.3.5 Refreshing braille text
 - 8.3.6 Exploration of information when using braille
 - 8.3.7 Evaluation of braille supporting systems