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Accessibility requirements for ICT products and services

Táto norma obsahuje anglickú verziu európskej normy.
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Accessibility requirements for ICT products and services

Exigences d'accessibilité pour les produits et services
TICBarrierefreiheitsanforderungen für IKT-Produkte und -
Dienstleistungen

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Contents

Contents.....	3
Intellectual Property Rights.....	8
Foreword.....	8
Modal verbs terminology	9
Introduction	9
1 Scope.....	11
2 References.....	11
2.1 Normative references.....	11
2.2 Informative references.....	12
3 Definition of terms, symbols and abbreviations.....	15
3.1 Terms.....	15
3.2 Symbols.....	19
3.3 Abbreviations.....	19
4 Functional performance.....	20
4.1 Meeting functional performance statements.....	20
4.2 Functional performance statements.....	20
4.2.1 Usage without vision.....	20
4.2.2 Usage with limited vision.....	20
4.2.3 Usage without perception of colour.....	20
4.2.4 Usage without hearing.....	21
4.2.5 Usage with limited hearing.....	21
4.2.6 Usage with no or limited vocal capability.....	21
4.2.7 Usage with limited manipulation or strength.....	21
4.2.8 Usage with limited reach.....	21
4.2.9 Minimize photosensitive seizure triggers.....	22
4.2.10 Usage with limited cognition, language or learning.....	22
4.2.11 Privacy.....	22
5 Generic requirements.....	23
5.1 Closed functionality.....	23
5.1.1 Introduction (informative).....	23
5.1.2 General.....	23
5.1.3 Non-visual access.....	23
5.1.4 Functionality closed to text enlargement.....	26
5.1.5 Visual output for auditory information.....	27
5.1.6 Operation without keyboard interface.....	27
5.1.7 Access without speech.....	27
5.2 Activation of accessibility features.....	27
5.3 Biometrics.....	28
5.4 Preservation of accessibility information during conversion.....	28
5.5 Operable parts.....	28
5.5.1 Means of operation.....	28
5.5.2 Operable parts discernibility.....	28
5.6 Locking or toggle controls.....	28
5.6.1 Tactile or auditory status.....	28
5.6.2 Visual status.....	28
5.7 Key repeat.....	29
5.8 Double-strike key acceptance.....	29
5.9 Simultaneous user actions.....	29
6 ICT with two-way voice communication.....	30
6.1 Audio bandwidth for speech.....	30
6.2 Real-Time Text (RTT) functionality.....	30

6.2.1	RTT provision	30
6.2.2	Display of RTT	31
6.2.3	Interoperability	31
6.2.4	RTT responsiveness	32
6.3	Caller ID	32
6.4	Alternatives to voice-based services	32
6.5	Video communication	33
6.5.1	General (informative)	33
6.5.2	Resolution	33
6.5.3	Frame rate	33
6.5.4	Synchronization between audio and video	33
6.5.5	Visual indicator of audio with video	33
6.5.6	Speaker identification with video (sign language) communication	34
6.6	Alternatives to video-based services	34
7	ICT with video capabilities	35
7.1	Caption processing technology	35
7.1.1	Captioning playback	35
7.1.2	Captioning synchronization	35
7.1.3	Preservation of captioning	35
7.1.4	Captions characteristics	35
7.1.5	Spoken subtitles	35
7.2	Audio description technology	36
7.2.1	Audio description playback	36
7.2.2	Audio description synchronization	36
7.2.3	Preservation of audio description	36
7.3	User controls for captions and audio description	36
8	Hardware	37
8.1	General	37
8.1.1	Generic requirements	37
8.1.2	Standard connections	37
8.1.3	Colour	37
8.2	Hardware products with speech output	37
8.2.1	Speech volume gain	37
8.2.2	Magnetic coupling	37
8.3	Stationary ICT	38
8.3.0	General	38
8.3.1	Forward or side reach	38
8.3.2	Forward reach	38
8.3.3	Side reach	40
8.3.4	Clear floor or ground space	41
8.3.5	Visibility	43
8.3.6	Installation instructions	43
8.4	Mechanically operable parts	43
8.4.1	Numeric keys	43
8.4.2	Operation of mechanical parts	44
8.4.3	Keys, tickets and fare cards	44
8.5	Tactile indication of speech mode	44
9	Web	45
9.0	General (informative)	45
9.1	Perceivable	45
9.1.1	Text alternatives	45
9.1.2	Time-based media	45
9.1.3	Adaptable	46
9.1.4	Distinguishable	46
9.2	Operable	47
9.2.1	Keyboard accessible	47
9.2.2	Enough time	47
9.2.3	Seizures and physical reactions	48
9.2.4	Navigable	48

9.2.5	Input modalities.....	48
9.3	Understandable.....	49
9.3.1	Readable.....	49
9.3.2	Predictable.....	49
9.3.3	Input assistance.....	49
9.4	Robust.....	50
9.4.1	Compatible.....	50
9.5	WCAG 2.1 AAA Success Criteria.....	50
9.6	WCAG conformance requirements.....	51
10	Non-web documents.....	52
10.0	General (informative).....	52
10.1	Perceivable.....	52
10.1.1	Text alternatives.....	52
10.1.2	Time-based media.....	53
10.1.3	Adaptable.....	54
10.1.4	Distinguishable.....	54
10.2	Operable.....	56
10.2.1	Keyboard accessible.....	56
10.2.2	Enough time.....	57
10.2.3	Seizures and physical reactions.....	58
10.2.4	Navigable.....	58
10.2.5	Input modalities.....	59
10.3	Understandable.....	60
10.3.1	Readable.....	60
10.3.2	Predictable.....	60
10.3.3	Input assistance.....	61
10.4	Robust.....	61
10.4.1	Compatible.....	61
10.5	Caption positioning.....	62
10.6	Audio description timing.....	62
11	Software.....	63
11.0	General (informative).....	63
11.1	Perceivable.....	64
11.1.1	Text alternatives.....	64
11.1.2	Time-based media.....	64
11.1.3	Adaptable.....	65
11.1.4	Distinguishable.....	67
11.2	Operable.....	68
11.2.1	Keyboard accessible.....	68
11.2.2	Enough time.....	69
11.2.3	Seizures and physical reactions.....	70
11.2.4	Navigable.....	71
11.2.5	Input modalities.....	72
11.3	Understandable.....	73
11.3.1	Readable.....	73
11.3.2	Predictable.....	73
11.3.3	Input assistance.....	74
11.4	Robust.....	75
11.4.1	Compatible.....	75
11.5	Interoperability with assistive technology.....	76
11.5.1	Closed functionality.....	76
11.5.2	Accessibility services.....	76
11.6	Documented accessibility usage.....	80
11.6.1	User control of accessibility features.....	80
11.6.2	No disruption of accessibility features.....	80
11.7	User preferences.....	80
11.8	Authoring tools.....	80
11.8.0	General (informative).....	80
11.8.1	Content technology.....	80

11.8.2	Accessible content creation	80
11.8.3	Preservation of accessibility information in transformations	80
11.8.4	Repair assistance	81
11.8.5	Templates	81
12	Documentation and support services.....	82
12.1	Product documentation	82
12.1.1	Accessibility and compatibility features	82
12.1.2	Accessible documentation.....	82
12.2	Support services.....	82
12.2.1	General (informative).....	82
12.2.2	Information on accessibility and compatibility features.....	82
12.2.3	Effective communication	82
12.2.4	Accessible documentation.....	83
13	ICT providing relay or emergency service access.....	84
13.1	Relay services requirements	84
13.1.1	General (informative).....	84
13.1.2	Text relay services.....	84
13.1.3	Sign relay services.....	84
13.1.4	Lip-reading relay services	84
13.1.5	Captioned telephony services	84
13.1.6	Speech to speech relay services.....	84
13.2	Access to relay services	84
13.3	Access to emergency services.....	85
14	Conformance	86
Annex A (informative): Relationship between the present document and the essential requirements of Directive 2016/2102.....		87
Annex B (informative): Relationship between requirements and functional performance statements		103
B.1	Relationships between clauses 5 to 13 and the functional performance statements	103
B.2	Interpretation of Table B.2.....	111
B.2.0	General.....	111
B.2.1	Example	111
Annex C (normative): Determination of conformance.....		113
C.1	Introduction.....	113
C.2	Empty clause.....	113
C.3	Empty clause.....	113
C.4	Functional performance	113
C.5	Generic requirements	113
C.5.1	Closed functionality	113
C.5.2	Activation of accessibility features	118
C.5.3	Biometrics	118
C.5.4	Preservation of accessibility information during conversion	118
C.5.5	Operable parts	118
C.5.6	Locking or toggle controls	119
C.5.7	Key repeat	119
C.5.8	Double-strike key acceptance.....	119
C.5.9	Simultaneous user actions	120
C.6	ICT with two-way voice communication.....	120
C.6.1	Audio bandwidth for speech	120
C.6.2	Real-Time Text (RTT) functionality.....	120
C.6.3	Caller ID.....	124
C.6.4	Alternatives to voice-based services	124
C.6.5	Video communication	124
C.6.6	Alternatives to video-based services	125
C.7	ICT with video capabilities.....	126
C.7.1	Caption processing technology	126
C.7.2	Audio description technology	127
C.7.3	User controls for captions and audio description	127

C.8	Hardware	128
C.8.1	General	128
C.8.2	Hardware products with speech output	128
C.8.3	Stationary ICT	129
C.8.4	Mechanically operable parts	134
C.8.5	Tactile indication of speech mode	135
C.9	Web	135
C.9.0	General (informative)	135
C.9.1	Perceivable	135
C.9.2	Operable	139
C.9.3	Understandable	142
C.9.4	Robust	144
C.9.5	WCAG 2.1 AAA Success Criteria (informative)	144
C.9.6	WCAG 2.1 conformance requirements	144
C.10	Non-web documents	145
C.10.0	General (informative)	145
C.10.1	Perceivable	145
C.10.2	Operable	149
C.10.3	Understandable	152
C.10.4	Robust	153
C.10.5	Caption positioning	154
C.10.6	Audio description timing	154
C.11	Software	154
C.11.0	General	154
C.11.1	Perceivable	154
C.11.2	Operable	160
C.11.3	Understandable	164
C.11.4	Robust	166
C.11.5	Interoperability with assistive technology	166
C.11.6	Documented accessibility usage	171
C.11.7	User preferences	172
C.11.8	Authoring tools	172
C.12	Documentation and support services	173
C.12.1	Product documentation	173
C.12.2	Support services	173
C.13	ICT providing relay or emergency service access	174
C.13.1	Relay service requirements	174
C.13.2	Access to relay services	175
C.13.3	Access to emergency services	175
Annex D (informative): Further resources for cognitive accessibility		176
Annex E (informative): Guidance for users of the present document		177
E.1	Introduction	177
E.2	Overview	177
E.3	Clause 4	178
E.4	How to use the standard	178
E.4.1	Self scoping requirements	178
E.4.2	Connection between requirements and functional performance statements	178
E.5	The European Web Accessibility Directive [i.28]	179
E.6	Annex D: Further resources for cognitive accessibility	179
Annex F (informative): Change history		180
History		181

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Foreword

This Harmonised European Standard (EN) has been produced by ETSI Technical Committee Human Factors (HF), and the eAccessibility Joint Working Group (JWG) of CEN/CENELEC/ETSI and is now submitted for the combined Public Enquiry and Vote phase of the standards EN Approval Procedure.

EN 301 549 was originally produced under Mandate M 376 [i.3] and specified functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in procurement. The other deliverables prepared in response to the original Mandate M 376 were: ETSI TR 102 612 [i.9] "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)", TR 101 550 [i.7] "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"", TR 101 551 [i.8] "Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe", and TR 101 552 [i.30] "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe". These have not been updated to reflect any changes to the content or scope of the present document, made as a part of the M 554 revision effort.

This revision to EN 301 549 has been prepared under the Commission's standardisation request C(2017)2585 final [i.27] to provide, in additions to its other uses, one voluntary means of conforming to the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28]. The minimum requirements of the European Web Accessibility Directive (Directive 2016/2102) are explicitly detailed in Annex A.

Once the present document is cited in the Official Journal of the European Union under Directive 2016/2102 [i.28], conformance with the normative clauses of the present document given in Tables A.1 and A.2 confers, within the limits of the scope of the present document, a presumption of conformity with the corresponding essential requirements of that Directive and associated EFTA regulations.

The present document has been developed from EN 301 549 [i.29] (V2.1.2) (08-2018).

The significant changes since EN 301 549 [i.29] (V2.1.2) are:

- the requirements related to Real-Time Text (RTT) in clause 6.2 have been revised and extended;
- the WCAG 2.1 AAA Success Criteria that were previously in an Annex D are now included in clause 9.5;
- a new Annex D, "Further resources for cognitive accessibility", has been added;

- a new Annex E "Guidance for users of the present document" has been added.
- a new Annex F "change history" has been added.

National transposition dates	
Date of adoption of this EN:	10 March 2021
Date of latest announcement of this EN (doa):	30 June 2021
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	31 December 2021
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Modal verbs terminology

In the present document "**shall**", "**shall not**", "**should**", "**should not**", "**may**", "**may not**", "**need**", "**need not**", "**will**", "**will not**", "**can**" and "**cannot**" are to be interpreted as described in clause 3.2 of the [ETSI Drafting Rules](#) (Verbal forms for the expression of provisions).

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Introduction

The present document is developed in response to standardisation request M 554 [i.27] from the European Commission to CEN, CENELEC and ETSI. It is a revision of the European Standard (EN) that was initially prepared in response to Phase 2 of Mandate M 376 [i.3].

The present document covers a wide range of requirements for a variety of ICT solutions. It is relevant for all organizations who buy, develop or manufacture ICT products or services. It consists of fourteen clauses and six annexes:

- Clauses 0 to 3 include background information, the scope of the standard, and links to other standards, definitions and explanations of abbreviations.
- Clause 4 contains functional performance statements that explain the functionality that is needed to enable users with different abilities to locate, identify and operate functions in technology. The user needs underlying the functional performance statements are the basis for the requirements in subsequent clauses.
- Clauses 5 to 13 provide specific testable criteria for accessible ICT, related to technical requirements for different kinds of ICT, starting with generic requirements in clause 5.
- Clause 14 is about conformance. All clauses except those in clause 12, related to documentation and support services, are self-scoping. This means they are introduced with the phrase 'Where ICT <pre-condition>'. Conformance is achieved when the pre-condition is true and the corresponding test (in Annex C) is passed. When the pre-condition is false the requirement is not applicable.
- Annex A has two tables with requirements related to Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28]. The first table applies to web pages and documents and the second applies to mobile applications. The minimum requirements are collected from clauses 9, 10 and 11 and some requirements from clauses 5, 6, 7 and 12 that are relevant to fulfill the Directive.
- Annex B contains a table showing which of the requirements set out in clauses 5 to 13 related to different types of ICT support the user needs as expressed in the functional performance statements of clause 4.
- Annex C is a normative annex that sets out the means necessary to determine conformance with the individual requirements. It does not provide a testing methodology.

- Annex D points to additional resources related to improving accessibility for users with limited cognitive, language and learning abilities.
- Annex E provides an overview and simple explanation of the structure of the present document, including an explanation of how it can be used.
- Annex F provides a change history table.

When the present document is used for most purposes, including when used in ICT procurement, all of the requirements in clauses 5 to 13, as well as the functional performance statements in clause 4 should be considered. The potential applicability of any requirement can be determined from the self-scoping phrase at the beginning of each requirement.

When the present document is used as the basis to determine conformity with the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28], Tables A.1 and A.2 in Annex A identify all the applicable requirements.

NOTE 1: The present document reflects the content of the W3C WCAG 2.1 Recommendation [5].

NOTE 2: Annex E provides an overview and simple explanation of the structure of the present document, including an explanation of how it can be used. Readers who are unfamiliar with the present document are recommended to read Annex E first to give them a better understanding of the present document and how to use it.

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1 Scope

The present document specifies the functional accessibility requirements applicable to ICT products and services, together with a description of the test procedures and evaluation methodology for each accessibility requirement in a form that is suitable for use in public procurement within Europe. The present document is intended to be used with web based technologies, non-web technologies and hybrids that use both. It covers both software and hardware as well as services. It is intended for use by both providers and procurers, but it is expected that it will also be of use to many others as well.

The relationship between the present document and the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28] is given in Annex A.

The present document contains the necessary functional requirements and provides a reference document such that if procedures are followed by different actors, the results of testing are similar and the interpretation of those results is clear. The test descriptions and evaluation methodology included in the present document are elaborated to a level of detail compliant with ISO/IEC 17007:2009 [i.14], so that conformance testing can give conclusive results.

2 References

2.1 Normative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

Referenced documents which are not found to be publicly available in the expected location might be found at [ETSI References in docbox](#).

NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

- [1] ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".
- [2] ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 1: Fixed-line speech terminals".
- [3] ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".
- [4] W3C Recommendation (December 2008)/ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

NOTE: Available at [WCAG 2.0](#).

- [5] W3C Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

NOTE: Available at [WCAG 2.1](#).

2.2 Informative references

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The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

- [i.1] ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".
- [i.2] ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".
- [i.3] European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".
- [i.4] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".
- [i.5] ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".
- [i.6] ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".
- [i.7] ETSI/CEN/CENELEC TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".
- [i.8] ETSI/CEN/CENELEC TR 101 551: "Guidelines on the use of accessibility award criteria suitable for public procurement of ICT products and services in Europe".
- [i.9] ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".
- [i.10] ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".
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koniec náhľadu – text ďalej pokračuje v platenej verzii STN