



SLOVENSKI STANDARD

SIST EN 1332-2:2004

01-maj-2004

Identification card systems - Man-machine interface - Part 2: Dimensions and location of a tactile identifier for ID-1 cards

Identification card systems - Man-machine interface - Part 2: Dimensions and location of a tactile identifier for ID-1 cards

Identifikationskartensysteme - Mensch-Maschine-Schnittstelle - Teil 2: Abmessungen und Anordnung eines Tastkennzeichens für ID-1 Karten

Systemes de cartes d'identification - Interface homme-machine - Partie 2: Dimensions et position d'un identificateur tactile pour les cartes ID-1

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Ta slovenski standard je istoveten z: EN 1332-2:1998

ICS:

35.240.15	Identifikacijske kartice in sorodne naprave	Identification cards and related devices
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EUROPEAN STANDARD
 NORME EUROPÉENNE
 EUROPÄISCHE NORM

EN 1332-2

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ICS 35.240.15

Descriptors: identification cards, interfaces, man-machine systems, dimensions, position (location), human factors engineering

English version

**Identification card systems - Man-machine interface - Part 2:
 Dimensions and location of a tactile identifier for ID-1 cards**

Systèmes de cartes d'identification - Interface homme-
 machine - Partie 2: Dimensions et position d'un
 identificateur tactile pour les cartes ID-1

Identifikationskartensysteme - Mensch-Maschine-
 Schnittstelle - Teil 2: Abmessungen und Anordnung eines
 Tastkennzeichens für ID-1 Karten

This European Standard was approved by CEN on 3 May 1998.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
 COMITÉ EUROPÉEN DE NORMALISATION
 EUROPÄISCHES KOMITEE FÜR NORMUNG

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Foreword

This European Standard has been prepared by Technical Committee CEN/TC 224 "Machine-readable cards, related device interfaces and operations", the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 1998, and conflicting national standards shall be withdrawn at the latest by November 1998.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

This European Standard is one of a series of standards, under the general title "*Identification card systems - Man-machine interface*" and the different parts are the following :

- Part 1 : Design principles for the user interface including functions to be represented by symbols ;
- Part 2 : Dimensions and location of a tactile identifier for ID-1 cards ;
- Part 3 : Key-pads ;
- Part 4 : Coding of user requirements for people with special needs.

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Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of EN 1332 is to increase the accessibility of these services for the benefit of consumers. This will be achieved by facilitating the inter-sector and cross-border interoperability of machine readable cards and to do so with the maximum possible degree of user-friendliness.

EN 1332 addresses the needs of all users, including people with special needs, for example the aged, minors, the disabled, the visually impaired, those with learning difficulties, first time users, those not conversant with the local language and in adverse conditions, for example poor lighting.

EN 1332 specifies :

- a) the design principles for the user interface (including symbols) to be incorporated into the design of card operated equipment, but not the machine operations associated with the selection and delivery of goods or services ;
- b) a tactile identifier to be incorporated into the design of machine readable cards ;
- c) a standard layout for the keypads of card operated equipment.

The contents of EN 1332 are generically based, not sector specific, and cover card operated equipment. It is recognised that the equipment may also be operated by other means, such as the insertion of notes and coins, but the scope of this standard has been, as indicated, narrowly defined.

Issues relating to such consumer concerns at the man-machine interface as PIN presentation are not dealt with in EN 1332.

Machine readable cards technologies can present problems for all users, namely to orientate and turn a card the right way so that it might be inserted correctly into the card reading device. For people who are blind or visually impaired the task of correct orientation of the machine readable card can be a major obstacle.

Several tactile identifier designs are in concurrent use internationally and many cards have no such identifier. To avoid confusion it is regarded as desirable to produce a single European Standard for a tactile identifier which, it is hoped, will be adopted internationally.

There is no single view on the best location for a tactile identifier. This standard has taken special account of :

- an indication of preference by manufacturing interests for a tactile identifier on the short side ;
- the outcome of a consumer research project on location which indicated that 77 % of those tested would prefer the tactile identifier to be located on the short side, if the card was to be inserted short side first, and 54 % would prefer it on the long side if so inserted. In other words the majority preferred a tactile identifier on the trailing edge of the card.

A short side insertion is increasingly used so it seemed reasonable to standardize the tactile identifier on the short side.

1 Scope

This European Standard specifies the form, dimensions and location of an edge indentation for a single standard tactile identifier, when applied to ID-1 cards. This edge indentation will appear at the option of the card issuer.

2 Normative references

This European Standard incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

EN 742:1993	Identification card systems - Intersector ID-1 card location of contacts for cards and devices used in Europe
EN ISO/IEC 7810	Identification cards - Physical characteristics (ISO/IEC 7810:1995)
EN ISO/IEC 10373	Identification cards - Test methods (ISO/IEC 10373:1993)

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3 Definitions

For the purposes of this standard, the following definitions apply:

- 3.1 card operated equipment** : Equipment operated by a card, which is designed to offer some service or goods.
- 3.2 back** : The face of the card which may carry ISO magnetic stripes (see figure in EN 27810). [EN 742:1993]
- 3.3 front** : The face of the card which may carry embossing (see figure in EN 27810). [EN 742:1993]
- 3.4 inter-sector use** : Used in more than one sector and thus not restricted by particular requirements defined in a sector standard. Inter-sector includes, but is not restricted to, the use of a card in one sector, issued or with data added to it in another sector.
- 3.5 machine readable cards** : Cards incorporating a technology such as magnetic stripe, integrated circuit etc., that may be read by a machine.

4 Abbreviations

IC Integrated circuit

ID-1 Card conforming to EN ISO/IEC 7810 card type ID-1

5 Requirements for a standard tactile identifier

The following are the most desirable requirements for the design of a standard tactile identifier for ID-1 cards :

- clearly distinguishable by touch : the tactile identifier shall be easy to feel and recognise tactually by users, including elderly, blind and visually impaired people ;
- clearly visible : the tactile identifier shall be easy to see and recognise by non-visually impaired users ;
- asymmetrical position : the tactile identifier shall have an asymmetrical position so that the orientation of the card is unequivocally defined ;
- user testing : the tactile identifier should be selected on the basis of user testing to verify that the design meets the requirements of the intended user groups ;
- compliance with existing standards : a standard for a common tactile identifier for ID-1 cards and shall comply in all respects with existing standards for such cards ;
- machine reading compatibility : the tactile identifier should not interfere with the functioning of existing card reading technologies such as embossing, magnetic stripes and integrated circuit cards ;
- mechanical compatibility : the tactile identifier should be designed and positioned so that it will not interfere with the proper working of the mechanical card reading technologies such as card feeding mechanisms and swipe card readers.

The requirement for a tactile identifier only applies to cards which shall be presented to a card reading device in a specific orientation.

6 Dimensions, shape and location of a tactile identifier

6.1 Shape of the tactile identifier

The tactile identifier for ID-1 cards, when used, shall be a segment-shaped edge indentation in the right hand short edge of the card conforming with one of the two options specified in 6.2.

When a card carries embossed characters, these can be used for determining the orientation of the card.

6.2 Dimensions and location of the tactile identifier

6.2.1 Option 1

The dimensions of the segment-shaped edge indentation shall be the following :

- depth : $2 \text{ mm} \pm 0,1 \text{ mm}$;
- radius : $12 \text{ mm} \pm 0,1 \text{ mm}$;
- location of the centre : $15 \text{ mm} \pm 0,1 \text{ mm}$ from the lower long edge of the card;
 $10 \text{ mm} \pm 0,1 \text{ mm}$ outside the right hand short edge.

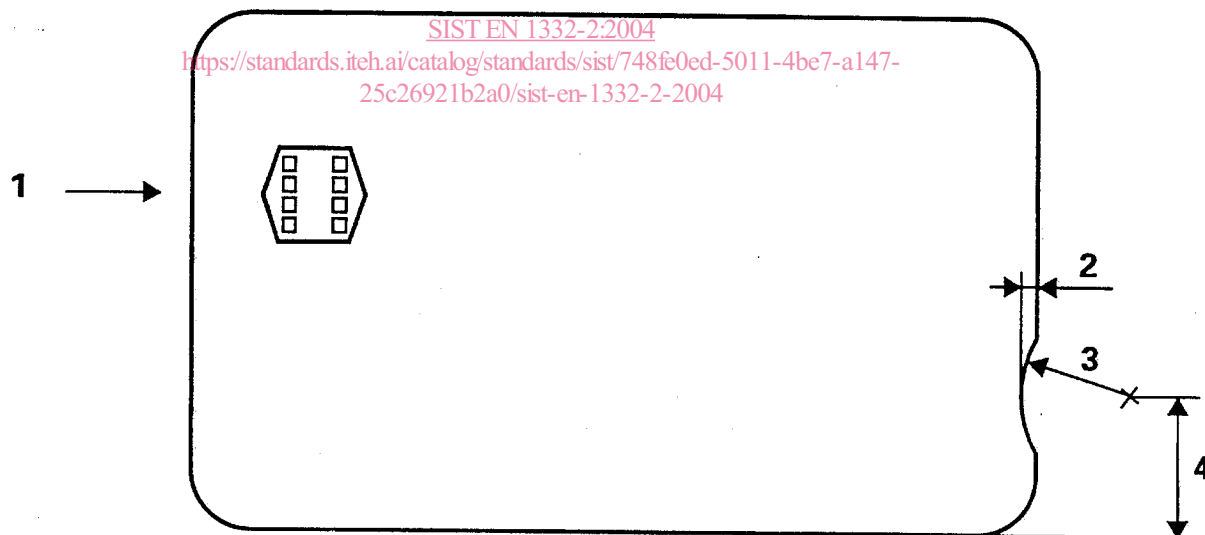
The corners of the indentation where it meets the straight edge shall be rounded ($r = 0,5 \text{ mm}$) to avoid sharp corners that may cause injury.

NOTE : The tactile identifier of 2 mm deep reflects the outcome of user research (reported in ETR 165), but the technical problems of producing personalised cards with some equipment can require a reduction to 0,7 mm.

Figure 1 shows the front of the card with the edge indentation on the lower right hand short edge. Figure 2 shows the back of the card with the edge indentation on the lower left hand short edge.

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Dimensions in millimetres



- | | |
|---|------------------------------------|
| 1 | IC |
| 2 | $2 \text{ mm} \pm 0,1 \text{ mm}$ |
| 3 | $12 \text{ mm} \pm 0,1 \text{ mm}$ |
| 4 | $15 \text{ mm} \pm 0,1 \text{ mm}$ |

Figure 1 : Dimensions and location of the tactile identifier for ID-I cards : option 1 - Front of the card