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Accessibility requirements for ICT products and services

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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 11
3 Definition of terms, symbols and abbreviations 14
3.1 Terms 14
3.2 Symbols 18
3.3 Abbreviations 18
4 Functional performance 19
4.1 Meeting functional performance statements 19
4.2 Functional performance statements 19
4.2.1 Usage without vision 19
4.2.2 Usage with limited vision 19
4.2.3 Usage without perception of colour 20
4.2.4 Usage without hearing 20
4.2.5 Usage with limited hearing 20
4.2.6 Usage with no or limited vocal capability 20
4.2.7 Usage with limited manipulation or strength 20
4.2.8 Usage with limited reach 21
4.2.9 Minimize photosensitive seizure triggers 21
4.2.10 Usage with limited cognition, language or learning 21
4.2.11 Privacy 21
5 Generic requirements 22
5.1 Closed functionality 22
5.1.1 Introduction (informative) 22
5.1.2 General 22
5.1.3 Non-visual access 22
5.1.4 Functionality closed to text enlargement 25
5.1.5 Visual output for auditory information 26
5.1.6 Operation without keyboard interface 26
5.1.7 Access without speech 27
5.2 Activation of accessibility features 27
5.3 Biometrics 27
5.4 Preservation of accessibility information during conversion 27
5.5 Operable parts 27
5.5.1 Means of operation 27
5.5.2 Operable parts discernibility 27
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 28
5.8 Double-strike key acceptance 28
5.9 Simultaneous user actions 28
6 ICT with two-way voice communication 29
6.1 Audio bandwidth for speech 29

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oSIST prEN 301 549 V3.1.1:2019

6.2 Real-Time Text (RTT) functionality ... 29
6.2.1 RTT provision ... 29
6.2.2 Display of RTT ... 30
6.2.3 Interoperability ... 30
6.2.4 RTT responsiveness ... 31
6.3 Caller ID ... 31
6.4 Alternatives to voice-based services ... 31
6.5 Video communication ... 32
6.5.1 General (informative) ... 32
6.5.2 Resolution ... 32
6.5.3 Frame rate ... 32
6.5.4 Synchronization between audio and video ... 32
6.5.5 Visual indicator of audio with video ... 32
6.5.6 Speaker identification with video (sign language) communication ... 33
6.6 Alternatives to video-based services ... 33

7 ICT with video capabilities ... 34
7.1 Caption processing technology ... 34
7.1.1 Captioning playback ... 34
7.1.2 Captioning synchronization ... 34
7.1.3 Preservation of captioning ... 34
7.1.4 Captions characteristics ... 34
7.1.5 Spoken subtitles ... 34
7.2 Audio description technology ... 35
7.2.1 Audio description playback ... 35
7.2.2 Audio description synchronization ... 35
7.2.3 Preservation of audio description ... 35
7.3 User controls for captions and audio description ... 35

8 Hardware ... 36
8.1 General ... 36
8.1.1 Generic requirements ... 36
8.1.2 Standard connections ... 36
8.1.3 Colour ... 36
8.2 Hardware products with speech output ... 36
8.2.1 Speech volume gain ... 36
8.2.2 Magnetic coupling ... 36
8.3 Stationary ICT ... 37
8.3.0 General ... 37
8.3.1 Forward or side reach ... 37
8.3.2 Forward reach ... 37
8.3.3 Side reach ... 40
8.3.4 Clear floor or ground space ... 41
8.3.5 Visibility ... 42
8.3.6 Installation instructions ... 42
8.4 Mechanically operable parts ... 43
8.4.1 Numeric keys ... 43
8.4.2 Operation of mechanical parts ... 43
8.4.3 Keys, tickets and fare cards ... 43
8.5 Tactile indication of speech mode ... 43

9 Web ... 44
9.0 General (informative) ... 44
9.1 Perceivable ... 44
9.1.1 Text alternatives ... 44
9.1.2 Time-based media ... 44
9.1.3 Adaptable ... 45
9.1.4 Distinguishable ... 45
9.2 Operable ... 46
9.2.1 Keyboard accessible ... 46
9.2.2 Enough time ... 47

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oSIST prEN 301 549 V3.1.1:2019

9.2.3 Seizures and physical reactions 47
9.2.4 Navigable 47
9.2.5 Input modalities 48
9.3 Understandable 48
9.3.1 Readable 48
9.3.2 Predictable 48
9.3.3 Input assistance 48
9.4 Robust 49
9.4.1 Compatible 49
9.5 WCAG 2.1 AAA Success Criteria 49
9.6 WCAG conformance requirements 50

10 Non-web documents 51
10.0 General (informative) 51
10.1 Perceivable 51
10.1.1 Text alternatives 51
10.1.2 Time-based media 51
10.1.3 Adaptable 52
10.1.4 Distinguishable 53
10.2 Operable 54
10.2.1 Keyboard accessible 54
10.2.2 Enough time 55
10.2.3 Seizures and physical reactions 56
10.2.4 Navigable 56
10.2.5 Input modalities 57
10.3 Understandable 58
10.3.1 Readable 58
10.3.2 Predictable 59
10.3.3 Input assistance 59
10.4 Robust 60
10.4.1 Compatible 60
10.5 Caption positioning 61
10.6 Audio description timing 61

11 Software 62
11.0 General (informative) 62
11.1 Perceivable 63
11.1.1 Text alternatives 63
11.1.2 Time-based media 63
11.1.3 Adaptable 64
11.1.4 Distinguishable 66
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 70
11.2.5 Input modalities 71
11.3 Understandable 72
11.3.1 Readable 72
11.3.2 Predictable 72
11.3.3 Input assistance 73
11.4 Robust 74
11.4.1 Compatible 74
11.5 Interoperability with assistive technology 75
11.5.1 Closed functionality 75
11.5.2 Accessibility services 75
11.6 Documented accessibility usage 79
11.6.1 User control of accessibility features 79
11.6.2 No disruption of accessibility features 79
11.7 User preferences 79

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oSIST prEN 301 549 V3.1.1:2019

11.8 Authoring tools ... 79
11.8.0 General (Informative) ... 79
11.8.1 Content technology ... 79
11.8.2 Accessible content creation ... 79
11.8.3 Preservation of accessibility information in transformations ... 80
11.8.4 Repair assistance ... 80
11.8.5 Templates ... 80

12 Documentation and support services ... 81
12.1 Product documentation ... 81
12.1.1 Accessibility and compatibility features ... 81
12.1.2 Accessible documentation ... 81
12.2 Support services ... 81
12.2.1 General (informative) ... 81
12.2.2 Information on accessibility and compatibility features ... 81
12.2.3 Effective communication ... 82
12.2.4 Accessible documentation ... 82

13 ICT providing relay or emergency service access ... 83
13.1 Relay services requirements ... 83
13.1.1 General (informative) ... 83
13.1.2 Text relay services ... 83
13.1.3 Sign relay services ... 83
13.1.4 Lip-reading relay services ... 83
13.1.5 Captioned telephony services ... 83
13.1.6 Speech to speech relay services ... 83
13.2 Access to relay services ... 83
13.3 Access to emergency services ... 84

14 Conformance ... 85

Annex A (informative): Relationship between the present document and the essential requirements of Directive 2016/2102 ... 86

Annex B (informative): Relationship between requirements and functional performance statements ... 99
B.1 Relationships between clauses 5 to 13 and the functional performance statements ... 99
B.2 Interpretation of Table B.2 ... 107
B.2.0 General ... 107
B.2.1 Example ... 107

Annex C (normative): Determination of conformance ... 109
C.1 Introduction ... 109
C.2 Empty clause ... 109
C.3 Empty clause ... 109
C.4 Functional performance ... 109
C.5 Generic requirements ... 109
C.5.1 Closed functionality ... 109
C.5.2 Activation of accessibility features ... 114
C.5.3 Biometrics ... 114
C.5.4 Preservation of accessibility information during conversion ... 114
C.5.5 Operable parts ... 114
C.5.6 Locking or toggle controls ... 115
C.5.7 Key repeat ... 115
C.5.8 Double-strike key acceptance ... 115
C.5.9 Simultaneous user actions ... 116
C.6 ICT with two-way voice communication ... 116
C.6.1 Audio bandwidth for speech ... 116
C.6.2 Real-Time Text (RTT) functionality ... 116
C.6.3 Caller ID ... 120
C.6.4 Alternatives to voice-based services ... 120
C.6.5 Video communication ... 120
C.6.6 Alternatives to video-based services ... 121

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oSIST prEN 301 549 V3.1.1:2019

C.7 ICT with video capabilities 122
C.7.1 Caption processing technology 122
C.7.2 Audio description technology 123
C.7.3 User controls for captions and audio description 123
C.8 Hardware 123
C.8.1 General 123
C.8.2 Hardware products with speech output 124
C.8.3 Stationary ICT 125
C.8.4 Mechanically operable parts 131
C.8.5 Tactile indication of speech mode 131
C.9 Web 132
C.9.0 General (informative) 132
C.9.1 Perceivable 132
C.9.2 Operable 136
C.9.3 Understandable 139
C.9.4 Robust 141
C.9.5 WCAG 2.1 AAA Success Criteria (Informative) 141
C.9.6 WCAG 2.1 conformance requirements 142
C.10 Non-web documents 142
C.10.0 General (informative) 142
C.10.1 Perceivable 142
C.10.2 Operable 146
C.10.3 Understandable 149
C.10.4 Robust 151
C.10.5 Caption positioning 151
C.10.6 Audio description timing 151
C.11 Software 152
C.11.0 General 152
C.11.1 Perceivable 152
C.11.2 Operable 158
C.11.3 Understandable 162
C.11.4 Robust 164
C.11.5 Interoperability with assistive technology 165
C.11.6 Documented accessibility usage 170
C.11.7 User preferences 170
C.11.8 Authoring tools 170
C.12 Documentation and support services 172
C.12.1 Product documentation 172
C.12.2 Support services 172
C.13 ICT providing relay or emergency service access 173
C.13.1 Relay service requirements 173
C.13.2 Access to relay services 174
C.13.3 Access to emergency services 174

Annex D (informative): Further resources for cognitive accessibility 175

Annex E (informative): Guidance for users of the present document 176
E.1 Introduction 176
E.2 Overview 176
E.3 Clause 4 177
E.4 How to use the standard 177
E.4.1 Self scoping requirements 177
E.4.2 Connection between requirements and functional performance statements 177
E.5 The European Web Accessibility Directive 178
E.6 Annex D: Further resources for cognitive accessibility 178

History 179

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Full standard:
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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.

ETSI 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)", ETSI TR 101 550 [i.7] "Documents relevant to ETSI EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"", ETSI 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 ETSI 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 ETSI 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 [i.28] on the accessibility of the websites and mobile applications of public sector bodies. 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, 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 ETSI EN 301 549 [i.29] V2.1.2 (08-2018).

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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 five 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, or when the pre-condition is false and, therefore, 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.

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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 specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

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

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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.

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