



SLOVENSKI STANDARD
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**Ergonomija medsebojnega vpliva človek-sistem - 971. del: Dostopnost
taktilnih/haptičnih interaktivnih sistemov (ISO 9241-971:2020)**

Ergonomics of human-system interaction - Part 971: Accessibility of tactile/haptic interactive systems (ISO 9241-971:2020)

Ergonomie der Mensch-System-Interaktion - Teil 971: Leitlinien für physische (taktile/haptische) Barrierefreiheit (ISO 9241-971:2020)

Ergonomie de l'interaction homme-système - Partie 971: Accessibilité des systèmes interactifs tactiles/haptiques (ISO 9241-971:2020)

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Ergonomics of human-system interaction - Part 971: Accessibility of tactile/haptic interactive systems (ISO 9241-971:2020)

Ergonomie de l'interaction homme-système - Partie
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tactiles/haptiques (ISO 9241-971:2020)

Ergonomie der Mensch-System-Interaktion - Teil 971:
Leitlinien für physische (taktile/haptische)
Barrierefreiheit (ISO 9241-971:2020)

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**Ergonomics of human-system
interaction —**

**Part 971:
Accessibility of tactile/haptic
interactive systems**

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Ergonomie de l'interaction homme-système —
Partie 971: Accessibilité des systèmes interactifs tactiles/haptiques

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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This document was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

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ISO 9241-971:2020(E)**Introduction**

The tactile/haptic modality is the most widely used modality for inputs to interactive systems and is used as an important output modality for many contexts of use. Often, haptic devices and applications are designed for the “typical” or “average” user. It is important that interactive systems and their designs follow general ergonomic practice as well as meet the widest range of user needs, characteristics, and capabilities for tactile/haptic interactions.

Examples of the use of tactile/haptic inputs range from the use of keyboards, pointing devices (such as a mouse or track pad) and direct touch (gestures) to the use of non-touch gestures, eye-tracking, single-switch inputs, and whole-body movements. Examples of tactile/haptic outputs include the use of vibration and tactile pattern (e.g. braille) outputs. Tactile/haptic inputs/outputs can be combined (e.g. force feedback systems).

Achieving accessibility involves good ergonomic practice. This document works with other ISO and ISO/IEC standards relating to tactile/haptic interactions (such as ISO 9241-910, ISO 9241-920 and ISO 9241-960) and to accessibility (such as ISO 9241-171 and ISO/IEC 29136) to collect tactile/haptic-related accessibility requirements and recommendations and to provide more specific guidance relating to the accessibility of tactile/haptic interactions. It provides a means of addressing tactile/haptic-related user needs from ISO/IEC 29138-1. As such, it is intended to provide a comprehensive source of guidance on tactile/haptic accessibility.

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