



**International
Standard**

ISO/IEC 20071-31

**Information technology — User
interface component accessibility —**

**Part 31:
Accessibility of kiosks**

*Technologies de l'information — Accessibilité du composant
interface utilisateur —*

Partie 31: Accessibilité des kiosques

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 User needs	3
4.1 General	3
4.2 Visual needs	3
4.3 Audio needs	4
4.4 Physical needs	4
4.5 Cognitive needs	5
5 Requirements and recommendations	5
5.1 General	5
5.1.1 Independent use	5
5.1.2 Speech output	5
5.1.3 Navigation	5
5.1.4 Reachability	6
5.1.5 Physical operation of user controls	6
5.2 Hardware component	6
5.2.1 General	6
5.2.2 Screen	7
5.2.3 Touchscreen	7
5.2.4 Input slots	7
5.2.5 Fixed mount scanners	7
5.2.6 Dispensers	8
5.2.7 Keys	8
5.2.8 Levers	9
5.2.9 Indicator lamps	9
5.2.10 Audio devices	9
5.3 Installation	10
5.3.1 General	10
5.3.2 Accessible space	10
5.3.3 Illumination	10
5.3.4 Surface glare	10
5.4 Information representation	10
5.4.1 Text	10
5.4.2 Colour	11
5.4.3 Video	11
5.4.4 Flickering or flashing content	12
5.4.5 User controls	12
5.4.6 Easy reading	12
5.4.7 Voice Guidance	12
5.5 User interaction	13
5.5.1 Time limit	13
5.5.2 Feedback	13
5.5.3 Error notification	13
5.5.4 Task cancellation	14
5.5.5 Logical flow	14
5.6 Personal information	15
5.6.1 Biometric identification	15
5.6.2 Security	15
Bibliography	16

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 35, *User interfaces*.

A list of all parts in the ISO/IEC 20071 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

As kiosks are widely used in public and private sectors such as airports, railroad stations, subway stations, restaurants, theatres etc., it is important to make kiosks more accessible to people with disabilities, older persons and people without disabilities.

This document describes requirements and recommendations on design, production, installation, manipulation and operation of the accessible kiosks. If kiosks are designed, implemented and operated as specified in this document, accessibility for users with various special needs can be ensured.

Kiosk manufacturers can produce accessible kiosks by referring to this document in the design, implementation and production of the accessible kiosks. Kiosk purchasing and procurement officers can refer to this document when they purchase kiosks that ensure easy and convenient use for a diverse range of customers. Kiosk installers and operators can improve satisfaction of various customers by providing accessibility to them by referring to this document.

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Information technology — User interface component accessibility —

Part 31: Accessibility of kiosks

1 Scope

This document provides requirements and guidance for kiosk manufacturers, service providers and purchasers to ensure that kiosks can be used by a diverse range of users.

This document specifies requirements and recommendations for designing, manufacturing, installing, and operating kiosks to ensure accessibility across diverse users and varying physical and environmental conditions. The requirements and recommendations pertain to the presentation of information, operation and interaction with users on kiosks. They are applied to hardware, software and content of the kiosks, as well as their installation environment.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

3.1 accessibility

extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[SOURCE: ISO 9241-112:2025, 3.11]

3.2 assistive technology

equipment, product system, hardware, software or service that is used to increase, maintain or improve capabilities of individuals

Note 1 to entry: Assistive technology is an umbrella term that is broader than assistive products.

Note 2 to entry: Assistive technology can include assistive services and professional services needed for assessment, recommendation and provision.

[SOURCE: ISO/IEC Guide 71:2014, 2.16]