

**Accessibility requirements suitable for public
procurement of ICT products and services in Europe**
(EN 301 549 V1.1.2 (2015-04))

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Ersatz für siehe nationales Vorwort

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Internet: www.ove.at
Webshop: www.ove.at/webshop
Tel.: +43 1 587 63 73
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Nationales Vorwort

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ÖVE/ÖNORM EN 301 549 V1.1.1:2014-04-01.



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of ICT products and services in Europe**

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CEN

Avenue Marnix 17
B-1000 Brussels - BELGIUM

Tel: + 32 2 550 08 11
Fax: + 32 2 550 08 19

CENELEC

Avenue Marnix 17
B-1000 Brussels - BELGIUM

Tel.: +32 2 519 68 71
Fax: +32 2 519 69 19

ETSI

650 Route des Lucioles
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00
Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C
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Contents

Contents	3
Intellectual Property Rights	15
Foreword.....	15
Modal verbs terminology	15
Introduction	15
1 Scope	16
2 References	16
2.1 Normative references	16
2.2 Informative references	17
3 Definitions and abbreviations.....	18
3.1 Definitions	18
3.2 Abbreviations.....	21
4 Functional performance.....	21
4.1 Meeting functional performance statements	21
4.2 Functional performance statements	22
4.2.1 Usage without vision.....	22
4.2.2 Usage with limited vision.....	22
4.2.3 Usage without perception of colour	22
4.2.4 Usage without hearing.....	22
4.2.5 Usage with limited hearing	22
4.2.6 Usage without vocal capability	22
4.2.7 Usage with limited manipulation or strength	23
4.2.8 Usage with limited reach.....	23
4.2.9 Minimize photosensitive seizure triggers	23
4.2.10 Usage with limited cognition	23
4.2.11 Privacy	23
5 Generic requirements	23
5.1 Closed functionality	23
5.1.1 Introduction (Informative).....	23
5.1.2 General	24
5.1.2.1 Closed functionality	24
5.1.2.2 Assistive technology	24
5.1.3 Non-visual access	24
5.1.3.1 General	24
5.1.3.2 Auditory output delivery including speech.....	24
5.1.3.3 Auditory output correlation	24
5.1.3.4 Speech output user control	25
5.1.3.5 Speech output automatic interruption	25
5.1.3.6 Speech output for non-text content	25
5.1.3.7 Speech output for video information	25
5.1.3.8 Masked entry	25
5.1.3.9 Private access to personal data	25
5.1.3.10 Non-interfering audio output	26
5.1.3.11 Private listening volume	26
5.1.3.12 Speaker volume	26
5.1.3.13 Volume reset.....	26
5.1.3.14 Spoken languages	26
5.1.3.15 Non-visual error identification	26
5.1.3.16 Receipts, tickets, and transactional outputs	26
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
5.1.6.1 Closed functionality.....	27

5.1.6.2	Input focus	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	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	28
5.8	Double-strike key acceptance	28
5.9	Simultaneous user actions	28
6	ICT with two-way voice communication	28
6.1	Audio bandwidth for speech (informative recommendation)	28
6.2	Real-time text (RTT) functionality	29
6.2.1	RTT provision	29
6.2.1.1	RTT communication	29
6.2.1.2	Concurrent voice and text	29
6.2.2	Display of Real-time Text	29
6.2.2.1	Visually distinguishable display	29
6.2.2.2	Programmatically determinable send and receive direction	29
6.2.3	Interoperability	29
6.2.4	Real-time text responsiveness	30
6.3	Caller ID	30
6.4	Alternatives to voice-based services	30
6.5	Video communication	30
6.5.1	General (informative)	30
6.5.2	Resolution	30
6.5.3	Frame rate	30
6.5.4	Synchronization between audio and video	31
6.6	Alternatives to video-based services	31
7	ICT with video capabilities	31
7.1	Caption processing technology	31
7.1.1	Captioning playback	31
7.1.2	Captioning synchronization	31
7.1.3	Preservation of captioning	31
7.2	Audio description technology	31
7.2.1	Audio description playback	31
7.2.2	Audio description synchronization	32
7.2.3	Preservation of audio description	32
7.3	User controls for captions and audio description	32
8	Hardware	32
8.1	General	32
8.1.1	Generic requirements	32
8.1.2	Standard connections	32
8.1.3	Colour	32
8.2	Hardware products with speech output	33
8.2.1	Speech volume gain	33
8.2.1.1	Speech volume range	33
8.2.1.2	Incremental volume control	33
8.2.2	Magnetic coupling	33
8.2.2.1	Fixed-line devices	33
8.2.2.2	Wireless communication devices	33
8.3	Physical access to ICT	33
8.3.1	General (informative)	33
8.3.2	Clear floor or ground space	34
8.3.2.1	Change in level	34
8.3.2.2	Clear floor or ground space	34
8.3.2.3	Approach	34

8.3.2.3.1	General.....	34
8.3.2.3.2	Forward approach	34
8.3.2.3.3	Parallel approach.....	35
8.3.2.4	Knee and toe clearance width	35
8.3.2.5	Toe clearance.....	35
8.3.2.6	Knee clearance.....	36
8.3.3	Reach range for ICT	36
8.3.3.1	Forward reach.....	36
8.3.3.1.1	Unobstructed high forward reach.....	36
8.3.3.1.2	Unobstructed low forward reach.....	36
8.3.3.1.3	Obstructed reach	37
8.3.3.2	Side reach	37
8.3.3.2.1	Unobstructed high side reach.....	37
8.3.3.2.2	Unobstructed low side reach	37
8.3.3.2.3	Obstructed side reach	38
8.3.4	Visibility.....	38
8.3.5	Installation instructions	38
8.4	Mechanically operable parts	38
8.4.1	Numeric keys	38
8.4.2	Operation of mechanical parts.....	38
8.4.2.1	Means of operation of mechanical parts	38
8.4.2.2	Force of operation of mechanical parts.....	39
8.4.3	Keys, tickets and fare cards	39
8.5	Tactile indication of speech mode	39
9	Web	39
9.1	General (informative)	39
9.2	Web content requirements	40
9.2.1	Non-text content.....	40
9.2.2	Audio-only and video-only (pre-recorded)	40
9.2.3	Captions (pre-recorded).....	40
9.2.4	Audio description or media alternative (pre-recorded)	40
9.2.5	Captions (live).....	40
9.2.6	Audio description (pre-recorded)	40
9.2.7	Info and relationships	40
9.2.8	Meaningful sequence.....	40
9.2.9	Sensory characteristics	40
9.2.10	Use of colour	40
9.2.11	Audio control	40
9.2.12	Contrast (minimum)	40
9.2.13	Resize text	40
9.2.14	Images of text	40
9.2.15	Keyboard	41
9.2.16	No keyboard trap	41
9.2.17	Timing adjustable	41
9.2.18	Pause, stop, hide	41
9.2.19	Three flashes or below threshold.....	41
9.2.20	Bypass blocks	41
9.2.21	Page titled.....	41
9.2.22	Focus Order	41
9.2.23	Link purpose (in context)	41
9.2.24	Multiple ways	41
9.2.25	Headings and labels	41
9.2.26	Focus visible	41
9.2.27	Language of page	41
9.2.28	Language of parts	41
9.2.29	On focus	41
9.2.30	On input	42
9.2.31	Consistent navigation	42
9.2.32	Consistent identification	42
9.2.33	Error identification	42
9.2.34	Labels or instructions	42

9.2.35	Error suggestion	42
9.2.36	Error prevention (legal, financial, data)	42
9.2.37	Parsing.....	42
9.2.38	Name, role, value	42
9.3	WCAG 2.0 conformance requirements.....	42
10	Non-web documents.....	43
10.1	General (informative)	43
10.2	Document success criteria	43
10.2.1	Non-text content	43
10.2.2	Audio-only and video-only (pre-recorded)	44
10.2.3	Captions (pre-recorded).....	44
10.2.4	Audio description or media alternative (pre-recorded)	44
10.2.5	Captions (live).....	45
10.2.6	Audio description (pre-recorded)	45
10.2.7	Info and relationships	45
10.2.8	Meaningful sequence.....	45
10.2.9	Sensory characteristics	45
10.2.10	Use of colour	46
10.2.11	Audio control	46
10.2.12	Contrast (minimum)	46
10.2.13	Resize text.....	46
10.2.14	Images of text.....	47
10.2.15	Keyboard.....	47
10.2.16	No keyboard trap.....	47
10.2.17	Timing adjustable.....	48
10.2.18	Pause, stop, hide	48
10.2.19	Three flashes or below threshold.....	49
10.2.20	Empty clause	49
10.2.21	Document titled	49
10.2.22	Focus order.....	49
10.2.23	Link purpose (in context)	49
10.2.24	Empty clause	49
10.2.25	Headings and labels.....	50
10.2.26	Focus visible	50
10.2.27	Language of document	50
10.2.28	Language of parts	50
10.2.29	On focus	51
10.2.30	On input.....	51
10.2.31	Empty clause	51
10.2.32	Empty clause	51
10.2.33	Error identification	51
10.2.34	Labels or instructions	51
10.2.35	Error suggestion	52
10.2.36	Error prevention (legal, financial, data)	52
10.2.37	Parsing.....	52
10.2.38	Name, role, value	53
10.2.39	Caption positioning	53
10.2.40	Audio description timing.....	53
11	Software	53
11.1	General (informative)	53
11.2	Non-Web software success criteria.....	53
11.2.1	Non-Web software success criteria (excluding closed functionality)	54
11.2.1.1	Non-text content (screen reading supported).....	54
11.2.1.2	Audio-only and video-only (pre-recorded).....	55
11.2.1.3	Captions (pre-recorded).....	55
11.2.1.4	Audio description or media alternative (pre-recorded).....	55
11.2.1.5	Captions (live)	56
11.2.1.6	Audio description (pre-recorded)	56
11.2.1.7	Info and relationships	56
11.2.1.8	Meaningful sequence	56

11.2.1.9	Sensory characteristics	57
11.2.1.10	Use of colour	57
11.2.1.11	Audio control.....	57
11.2.1.12	Contrast (minimum).....	57
11.2.1.13	Resize text	58
11.2.1.14	Images of text	58
11.2.1.15	Keyboard	58
11.2.1.16	No keyboard trap	59
11.2.1.17	Timing adjustable	59
11.2.1.18	Pause, stop, hide	60
11.2.1.19	Three flashes or below threshold.....	60
11.2.1.20	Empty clause	60
11.2.1.21	Empty clause	60
11.2.1.22	Focus order.....	61
11.2.1.23	Link purpose (in context)	61
11.2.1.24	Empty clause	61
11.2.1.25	Headings and labels	61
11.2.1.26	Focus visible	61
11.2.1.27	Language of software	62
11.2.1.28	Empty clause	62
11.2.1.29	On focus	62
11.2.1.30	On input	62
11.2.1.31	Empty clause	62
11.2.1.32	Empty clause	62
11.2.1.33	Error identification	63
11.2.1.34	Labels or instructions.....	63
11.2.1.35	Error suggestion.....	63
11.2.1.36	Error prevention (legal, financial, data).....	63
11.2.1.37	Parsing	64
11.2.1.38	Name, role, value.....	64
11.2.2	Non-Web software requirements (closed functionality).....	65
11.2.2.1	Non-text content	65
11.2.2.2	Audio-only and video-only (pre-recorded).....	65
11.2.2.2.1	Pre-recorded audio-only	65
11.2.2.2.2	Pre-recorded video-only	65
11.2.2.3	Empty clause	65
11.2.2.4	Audio description or media alternative (pre-recorded).....	65
11.2.2.5	Empty clause	65
11.2.2.6	Empty clause	65
11.2.2.7	Info and relationships	66
11.2.2.8	Meaningful sequence	66
11.2.2.9	Empty clause	66
11.2.2.10	Empty clause	66
11.2.2.11	Empty clause	66
11.2.2.12	Empty clause	66
11.2.2.13	Resize text	66
11.2.2.14	Images of text	67
11.2.2.15	Keyboard	67
11.2.2.16	Empty clause	67
11.2.2.17	Empty clause	67
11.2.2.18	Empty clause	67
11.2.2.19	Empty clause	67
11.2.2.20	Empty clause	67
11.2.2.21	Empty clause	67
11.2.2.22	Empty clause	67
11.2.2.23	Empty clause	67
11.2.2.24	Empty clause	67
11.2.2.25	Empty clause	67
11.2.2.26	Empty clause	68
11.2.2.27	Language of software	68
11.2.2.28	Empty clause	68
11.2.2.29	Empty clause	68

11.2.2.30	Empty clause	68
11.2.2.31	Empty clause	68
11.2.2.32	Empty clause	68
11.2.2.33	Error Identification	68
11.2.2.34	Empty clause	68
11.2.2.35	Empty clause	68
11.2.2.36	Empty clause	68
11.2.2.37	Parsing	69
11.2.2.38	Name, role, value	69
11.3	Interoperability with assistive technology	69
11.3.1	Closed functionality	69
11.3.2	Accessibility services	69
11.3.2.1	Platform accessibility service support for software that provides a user	69
11.3.2.2	Platform accessibility service support for assistive technologies	69
11.3.2.3	Use of accessibility services	70
11.3.2.4	Assistive technology	70
11.3.2.5	Object information	70
11.3.2.6	Row, column, and headers	70
11.3.2.7	Values	70
11.3.2.8	Label relationships	70
11.3.2.9	Parent-child relationships	70
11.3.2.10	Text	71
11.3.2.11	List of available actions	71
11.3.2.12	Execution of available actions	71
11.3.2.13	Tracking of focus and selection attributes	71
11.3.2.14	Modification of focus and selection attributes	71
11.3.2.15	Change notification	71
11.3.2.16	Modifications of states and properties	71
11.3.2.17	Modifications of values and text	72
11.4	Documented accessibility usage	72
11.4.1	User control of accessibility features	72
11.4.2	No disruption of accessibility features	72
11.5	User preferences	72
11.6	Authoring tools	72
11.6.1	Content technology	72
11.6.2	Accessible content creation	72
11.6.3	Preservation of accessibility information in transformations	72
11.6.4	Repair assistance	73
11.6.5	Templates	73
12	Documentation and support services	73
12.1	Product documentation	73
12.1.1	Accessibility and compatibility features	73
12.1.2	Accessible documentation	73
12.2	Support services	73
12.2.1	General (informative)	73
12.2.2	Information on accessibility and compatibility features	74
12.2.3	Effective communication	74
12.2.4	Accessible documentation	74
13	ICT providing relay or emergency service access	74
13.1	Relay services requirements	74
13.1.1	General (informative)	74
13.1.2	Text relay services	74
13.1.3	Sign relay services	74
13.1.4	Lip-reading relay services	74
13.1.5	Captioned telephony services	75
13.1.6	Speech to speech relay services	75
13.2	Access to relay services	75
13.3	Access to emergency services	75
Annex A (informative):	WCAG 2.0	76
A.1	Electronic attachment	76

Annex B (informative): Relationship between requirements and functional performance statements	77
B.1 Relationships between clauses 5 to 13 and the functional performance statements	77
Annex C (normative): Determination of compliance	84
C.1 Introduction.....	84
C.2 Blank clause	84
C.3 Blank clause.....	84
C.4 Functional performance	84
C.5 Generic requirements	85
C.5.1 Closed functionality	85
C.5.1.1 Introduction	85
C.5.1.2 General	85
C.5.1.2.1 Closed functionality	85
C.5.1.2.2 Assistive technology	85
C.5.1.3 Non-visual access	85
C.5.1.3.1 General.....	85
C.5.1.3.2 Auditory output delivery including speech	85
C.5.1.3.3 Auditory output correlation.....	85
C.5.1.3.4 Speech output user control.....	86
C.5.1.3.5 Speech output automatic interruption	86
C.5.1.3.6 Speech output for non-text content	86
C.5.1.3.7 Speech output for video information.....	86
C.5.1.3.8 Masked entry.....	86
C.5.1.3.9 Private access to personal data.....	87
C.5.1.3.10 Non-interfering audio output	87
C.5.1.3.11 Private listening volume	87
C.5.1.3.12 Speaker volume.....	87
C.5.1.3.13 Volume reset	87
C.5.1.3.14 Spoken languages.....	88
C.5.1.3.15 Non-visual error identification	88
C.5.1.3.16 Receipts, tickets, and transactional outputs.....	88
C.5.1.4 Functionality closed to text enlargement	88
C.5.1.5 Visual output for auditory information	88
C.5.1.6 Operation without keyboard interface	89
C.5.1.6.1 Closed functionality	89
C.5.1.6.2 Input focus	89
C.5.2 Activation of accessibility features	89
C.5.3 Biometrics	89
C.5.4 Preservation of accessibility information during conversion	89
C.5.5 Operable parts	90
C.5.5.1 Means of operation	90
C.5.5.2 Operable part discernibility	90
C.5.6 Locking or toggle controls	90
C.5.6.1 Tactile or auditory status	90
C.5.6.2 Visual status.....	90
C.5.7 Key repeat	90
C.5.8 Double-strike key acceptance.....	91
C.5.9 Simultaneous user actions	91
C.6 ICT with two-way voice communication.....	91
C.6.1 Audio bandwidth for speech	91
C.6.2 Real-Time Text (RTT) functionality	91
C.6.2.1 RTT provision	91
C.6.2.1.1 RTT communication	91
C.6.2.1.2 Concurrent voice and text	92
C.6.2.2 Display of Real-Time Text	92
C.6.2.2.1 Visually distinguishable display	92
C.6.2.2.2 Programmatically determinable send and receive direction	92
C.6.2.3 Interoperability	93
C.6.2.4 Real-Time Text responsiveness	93
C.6.3 Caller ID.....	93
C.6.4 Alternatives to voice-based services	93
C.6.5 Video communication	94

C.6.5.1	General	94
C.6.5.2	Resolution.....	94
C.6.5.3	Frame rate	94
C.6.5.4	Synchronization between audio and video	94
C.6.6	Alternatives to video-based services	94
C.7	ICT with video capabilities.....	94
C.7.1	Caption processing technology	94
C.7.1.1	Captioning playback	94
C.7.1.2	Captioning synchronization	95
C.7.1.3	Preservation of captioning	95
C.7.2	Audio description technology	95
C.7.2.1	Audio description playback	95
C.7.2.2	Audio description synchronization	95
C.7.2.3	Preservation of audio description	95
C.7.3	User controls for captions and audio description	95
C.8	Hardware	96
C.8.1	General	96
C.8.1.1	Generic requirements.....	96
C.8.1.2	Standard connections	96
C.8.1.3	Colour	96
C.8.2	Hardware products with speech output	96
C.8.2.1	Speech volume gain.....	96
C.8.2.1.1	Speech volume range	96
C.8.2.1.2	Incremental volume control	96
C.8.2.2	Magnetic coupling	97
C.8.2.2.1	Fixed-line devices	97
C.8.2.2.2	Wireless communication devices	97
C.8.3	Physical access to ICT.....	97
C.8.3.1	General	97
C.8.3.2	Clear floor or ground space	97
C.8.3.2.1	Change in level	97
C.8.3.2.2	Clear floor or ground space	98
C.8.3.2.3	Approach.....	98
C.8.3.2.3.1	General	98
C.8.3.2.3.2	Forward Approach.....	98
C.8.3.2.3.3	Parallel Approach	98
C.8.3.2.4	Knee and toe clearance width	98
C.8.3.2.5	Toe clearance	98
C.8.3.2.6	Knee clearance	99
C.8.3.3	Reach range for ICT	100
C.8.3.3.1	Forward reach	100
C.8.3.3.1.1	Unobstructed high forward reach	100
C.8.3.3.1.2	Unobstructed low forward reach	100
C.8.3.3.1.3	Obstructed reach	100
C.8.3.3.2	Side reach.....	101
C.8.3.3.2.1	Unobstructed high side reach	101
C.8.3.3.2.2	Unobstructed low side reach	101
C.8.3.3.2.3	Obstructed side reach	101
C.8.3.4	Visibility.....	101
C.8.3.5	Installation instructions.....	102
C.8.4	Mechanically operable parts.....	102
C.8.4.1	Numeric keys.....	102
C.8.4.2	Operation of mechanical parts	102
C.8.4.2.1	Means of operation of mechanical parts	102
C.8.4.2.2	Force of operation of mechanical parts	102
C.8.4.3	Keys, tickets and fare cards	102
C.8.5	Tactile indication of speech mode	102
C.9	Web.....	103
C.9.1	General (informative)	103
C.9.2	Web content requirements	103
C.9.2.1	Non-text content	103
C.9.2.2	Audio-only and video-only (pre-recorded).....	103

C.9.2.3	Captions (pre-recorded)	103
C.9.2.4	Audio description or media alternative (pre-recorded).....	103
C.9.2.5	Captions (live)	103
C.9.2.6	Audio description (pre-recorded)	104
C.9.2.7	Info and relationships	104
C.9.2.8	Meaningful sequence.....	104
C.9.2.9	Sensory characteristics	104
C.9.2.10	Use of colour	104
C.9.2.11	Audio control.....	104
C.9.2.12	Contrast (minimum)	105
C.9.2.13	Resize text	105
C.9.2.14	Images of text	105
C.9.2.15	Keyboard	105
C.9.2.16	No keyboard trap	105
C.9.2.17	Timing adjustable	105
C.9.2.18	Pause, stop, hide	106
C.9.2.19	Three flashes or below threshold	106
C.9.2.20	Bypass blocks	106
C.9.2.21	Page titled	106
C.9.2.22	Focus Order	106
C.9.2.23	Link purpose (in context)	106
C.9.2.24	Multiple ways	107
C.9.2.25	Headings and labels	107
C.9.2.26	Focus visible	107
C.9.2.27	Language of page	107
C.9.2.28	Language of parts	107
C.9.2.29	On focus	107
C.9.2.30	On input.....	108
C.9.2.31	Consistent navigation	108
C.9.2.32	Consistent identification	108
C.9.2.33	Error identification	108
C.9.2.34	Labels or instructions.....	108
C.9.2.35	Error suggestion.....	108
C.9.2.36	Error prevention (legal, financial, data).....	109
C.9.2.37	Parsing	109
C.9.2.38	Name, role, value	109
C.9.3	WCAG 2.0 conformance requirements	109
C.10	Non-web documents	109
C.10.1	General	109
C.10.2	Document success criteria	109
C.10.2.1	Non-text content	109
C.10.2.2	Audio-only and video-only (pre-recorded).....	110
C.10.2.3	Captions (pre-recorded)	110
C.10.2.4	Audio description or media alternative (pre-recorded).....	110
C.10.2.5	Captions (live)	110
C.10.2.6	Audio description (pre-recorded)	110
C.10.2.7	Info and relationships	110
C.10.2.8	Meaningful sequence	110
C.10.2.9	Sensory characteristics	111
C.10.2.10	Use of colour	111
C.10.2.11	Audio control.....	111
C.10.2.12	Contrast (minimum)	111
C.10.2.13	Resize text	111
C.10.2.14	Images of text	111
C.10.2.15	Keyboard	111
C.10.2.16	No keyboard trap	112
C.10.2.17	Timing adjustable	112
C.10.2.18	Pause, stop, hide	112
C.10.2.19	Three flashes or below threshold	112
C.10.2.20	Empty clause	112
C.10.2.21	Document titled	112
C.10.2.22	Focus order	112

C.10.2.23	Link purpose (in context)	113
C.10.2.24	Empty clause	113
C.10.2.25	Headings and labels	113
C.10.2.26	Focus visible	113
C.10.2.27	Language of document	113
C.10.2.28	Language of parts	113
C.10.2.29	On focus	113
C.10.2.30	On input	114
C.10.2.31	Empty clause	114
C.10.2.32	Empty clause	114
C.10.2.33	Error identification	114
C.10.2.34	Labels or instructions	114
C.10.2.35	Error suggestion	114
C.10.2.36	Error prevention (legal, financial, data)	114
C.10.2.37	Parsing	114
C.10.2.38	Name, role, value	115
C.10.2.39	Caption positioning	115
C.10.2.40	Audio description timing	115
C.11	Software	115
C.11.1	General	115
C.11.2	Non-Web software success criteria	115
C.11.2.1	Non-Web software success criteria (excluding closed functionality)	115
C.11.2.1.1	Non-text content (screen reading supported)	115
C.11.2.1.2	Audio-only and video-only (pre-recorded)	115
C.11.2.1.3	Captions (pre-recorded)	115
C.11.2.1.4	Audio description or media alternative (pre-recorded)	116
C.11.2.1.5	Captions (live)	116
C.11.2.1.6	Audio description (pre-recorded)	116
C.11.2.1.7	Info and relationships	116
C.11.2.1.8	Meaningful sequence	116
C.11.2.1.9	Sensory characteristics	116
C.11.2.1.10	Use of colour	116
C.11.2.1.11	Audio control	117
C.11.2.1.12	Contrast (minimum)	117
C.11.2.1.13	Resize text	117
C.11.2.1.14	Images of text	117
C.11.2.1.15	Keyboard	117
C.11.2.1.16	No keyboard trap	117
C.11.2.1.17	Timing adjustable	117
C.11.2.1.18	Pause, stop, hide	118
C.11.2.1.19	Three flashes or below threshold	118
C.11.2.1.20	Empty clause	118
C.11.2.1.21	Empty clause	118
C.11.2.1.22	Focus order	118
C.11.2.1.23	Link purpose (in context)	118
C.11.2.1.24	Empty clause	118
C.11.2.1.25	Headings and labels	118
C.11.2.1.26	Focus visible	118
C.11.2.1.27	Language of software	119
C.11.2.1.28	Empty clause	119
C.11.2.1.29	On focus	119
C.11.2.1.30	On input	119
C.11.2.1.31	Empty clause	119
C.11.2.1.32	Empty clause	119
C.11.2.1.33	Error identification	119
C.11.2.1.34	Labels or instructions	119
C.11.2.1.35	Error suggestion	120
C.11.2.1.36	Error prevention (legal, financial, data)	120
C.11.2.1.37	Parsing	120
C.11.2.1.38	Name, role, value	120
C.11.2.2	Non-Web software requirements (closed functionality)	120
C.11.2.2.1	Non-text content	120

C.11.2.2.2	Audio-only and video-only (pre-recorded)	121
C.11.2.2.2.1	Pre-recorded audio-only	121
C.11.2.2.2.2	Pre-recorded video-only	121
C.11.2.2.3	Empty clause	121
C.11.2.2.4	Audio description or media alternative (pre-recorded)	121
C.11.2.2.5	Empty clause	121
C.11.2.2.6	Empty clause	121
C.11.2.2.7	Info and relationships	121
C.11.2.2.8	Meaningful sequence	121
C.11.2.2.9	Empty clause	121
C.11.2.2.10	Empty clause	122
C.11.2.2.11	Empty clause	122
C.11.2.2.12	Empty clause	122
C.11.2.2.13	Resize text	122
C.11.2.2.14	Images of text	122
C.11.2.2.15	Keyboard	122
C.11.2.2.16	Empty clause	122
C.11.2.2.17	Empty clause	122
C.11.2.2.18	Empty clause	122
C.11.2.2.19	Empty clause	122
C.11.2.2.20	Empty clause	122
C.11.2.2.21	Empty clause	122
C.11.2.2.22	Empty clause	122
C.11.2.2.23	Empty clause	123
C.11.2.2.24	Empty clause	123
C.11.2.2.25	Empty clause	123
C.11.2.2.26	Empty clause	123
C.11.2.2.27	Language of software	123
C.11.2.2.28	Empty clause	123
C.11.2.2.29	Empty clause	123
C.11.2.2.30	Empty clause	123
C.11.2.2.31	Empty clause	123
C.11.2.2.32	Empty clause	123
C.11.2.2.33	Error Identification	123
C.11.2.2.34	Empty clause	124
C.11.2.2.35	Empty clause	124
C.11.2.2.36	Empty clause	124
C.11.2.2.37	Parsing	124
C.11.2.2.38	Name, role, value	124
C.11.3	Interoperability with assistive technology	124
C.11.3.1	Closed functionality	124
C.11.3.2	Accessibility services	124
C.11.3.2.1	Platform accessibility service support for software that provides a user interface	124
C.11.3.2.2	Platform accessibility service support for assistive technologies	124
C.11.3.2.3	Use of accessibility services	125
C.11.3.2.4	Assistive technology	125
C.11.3.2.5	Object information	125
C.11.3.2.6	Row, column, and headers	125
C.11.3.2.7	Values	126
C.11.3.2.8	Label relationships	126
C.11.3.2.9	Parent-child relationships	126
C.11.3.2.10	Text	127
C.11.3.2.11	List of available actions	127
C.11.3.2.12	Execution of available actions	127
C.11.3.2.13	Tracking of focus and selection attributes	127
C.11.3.2.14	Modification of focus and selection attributes	128
C.11.3.2.15	Change notification	128
C.11.3.2.16	Modifications of states and properties	128
C.11.3.2.17	Modifications of values and text	129
C.11.4	Documented accessibility usage	129
C.11.4.1	User control of accessibility features	129
C.11.4.2	No disruption of accessibility features	129

C.11.5	User preferences	129
C.11.6	Authoring tools.....	130
C.11.6.1	Content technology.....	130
C.11.6.2	Accessible content creation	130
C.11.6.3	Preservation of accessibility information in transformations	130
C.11.6.4	Repair assistance	130
C.11.6.5	Templates	131
C.12	Documentation and support services	131
C.12.1	Product documentation.....	131
C.12.1.1	Accessibility and compatibility features.....	131
C.12.1.2	Accessible documentation	131
C.12.2	Support services	131
C.12.2.1	General	131
C.12.2.2	Information on accessibility and compatibility features	131
C.12.2.3	Effective communication.....	132
C.12.2.4	Accessible documentation	132
C.13	ICT providing relay or emergency service access	132
C.13.1	Relay service requirements	132
C.13.1.1	General	132
C.13.1.2	Text relay services	132
C.13.1.3	Sign relay services	132
C.13.1.4	Lip-reading relay services	132
C.13.1.5	Captioned telephony services	133
C.13.1.6	Speech to speech relay services	133
C.13.2	Access to relay services.....	133
C.13.3	Access to emergency services	133
	History	134

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Foreword

This European Standard (EN) has been produced by ETSI Technical Committee Human Factors (HF), and the eAccessibility Joint Working Group (JWG) of CEN/CENELEC/ETSI.

National transposition dates	
Date of latest announcement of this EN (doa):	31 May 2015
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Date of withdrawal of any conflicting National Standard (dow):	30 November 2015

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).

"must" and "must not" are NOT allowed in ETSI deliverables except when used in direct citation.

Introduction

The present document is one of several deliverables that were prepared in response to Phase 2 of Mandate M 376 [i.3] from the European Commission to CEN, CENELEC and ETSI.

The primary objective of this proposal was to produce a European Standard (EN) (the present document) that sets out in a single source, detailed, practical and quantifiable functional accessibility requirements that take note of global initiatives in that field and which are applicable to all Information and Communication Technology (ICT) products and services identified in Phase I of the Mandate (ETSI TR 102 612 [i.9]) and usable in public procurement.

As the present document is intended to be used for conformity assessment it follows the principles of ISO/IEC 17007 [i.14]. As required by that Guide, it clearly sets out the functional accessibility requirements in a manner that is free from subjective elements and identifies objective, concise and accurate test methods that are intended to produce unambiguous, repeatable and reproducible results.

The present document is supported by two Technical Reports. The first (ETSI TR 101 550 [i.7]) lists the standards and technical specifications used in the creation of the compliance requirements for accessibility set out in the present document. It also provides a source reference for other documents needed to implement the test procedures required by the present document.

The second Technical Report (ETSI TR 101 551 [i.8]) gives guidance to procurers on the award criteria relevant to each of the accessibility-related needs of ICT users in the products and services under consideration.

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 might be useful for other purposes such as procurement in the private sector.

The present document is intended to be used as the basis for an accessible ICT procurement toolkit. The present document will primarily be useful for public procurers to identify the requirements for their purchases, and also for manufacturers to employ it within their design, build and quality control procedures.

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.

The inherent nature of certain situations makes it impossible to make reliable and definitive statements that accessibility requirements have been met. In those situations therefore, the requirements in the present document are not applicable:

- when the product is in a failure, repair or maintenance state where the ordinary set of input or output functions are not available;
- during those parts of start-up, shutdown, and other state transitions that can be completed without user interaction.

NOTE 1: Even in the above situations, it is best practice to apply requirements in the present document wherever it is feasible and safe to do so.

NOTE 2: Compliance issues are covered in normative clause C.1.

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 reference document (including any amendments) applies.

Referenced documents which are not found to be publicly available in the expected location might be found at <http://docbox.etsi.org/Reference>.

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: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".
- [2] ETSI ES 200 381-1: "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: "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".
- [4] W3C Recommendation (11 December 2008)/ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

NOTE: Available at <http://www.w3.org/TR/WCAG20/>.