

**Accessibility requirements for ICT products
and services**

(EN 301 549 V3.2.1 (2021-03))

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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	12
3 Definition of terms, symbols and abbreviations	15
3.1 Terms	15
3.2 Symbols	19
3.3 Abbreviations	19
4 Functional performance	20
4.1 Meeting functional performance statements	20
4.2 Functional performance statements	20
4.2.1 Usage without vision	20
4.2.2 Usage with limited vision	20
4.2.3 Usage without perception of colour	21
4.2.4 Usage without hearing	21
4.2.5 Usage with limited hearing	21
4.2.6 Usage with no or limited vocal capability	21
4.2.7 Usage with limited manipulation or strength	21
4.2.8 Usage with limited reach	22
4.2.9 Minimize photosensitive seizure triggers	22
4.2.10 Usage with limited cognition, language or learning	22
4.2.11 Privacy	22
5 Generic requirements	23
5.1 Closed functionality	23
5.1.1 Introduction (informative)	23
5.1.2 General	23
5.1.3 Non-visual access	23
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
5.1.7 Access without speech	28
5.2 Activation of accessibility features	28
5.3 Biometrics	28
5.4 Preservation of accessibility information during conversion	28
5.5 Operable parts	28
5.5.1 Means of operation	28
5.5.2 Operable parts discernibility	28
5.6 Locking or toggle controls	29
5.6.1 Tactile or auditory status	29
5.6.2 Visual status	29
5.7 Key repeat	29
5.8 Double-strike key acceptance	29
5.9 Simultaneous user actions	29
6 ICT with two-way voice communication	30
6.1 Audio bandwidth for speech	30

6.2	Real-Time Text (RTT) functionality	30
6.2.1	RTT provision	30
6.2.2	Display of RTT	31
6.2.3	Interoperability	31
6.2.4	RTT responsiveness	32
6.3	Caller ID	32
6.4	Alternatives to voice-based services	32
6.5	Video communication	33
6.5.1	General (informative)	33
6.5.2	Resolution	33
6.5.3	Frame rate	33
6.5.4	Synchronization between audio and video	33
6.5.5	Visual indicator of audio with video	33
6.5.6	Speaker identification with video (sign language) communication	34
6.6	Alternatives to video-based services	34
7	ICT with video capabilities	35
7.1	Caption processing technology	35
7.1.1	Captioning playback	35
7.1.2	Captioning synchronization	35
7.1.3	Preservation of captioning	35
7.1.4	Captions characteristics	35
7.1.5	Spoken subtitles	35
7.2	Audio description technology	36
7.2.1	Audio description playback	36
7.2.2	Audio description synchronization	36
7.2.3	Preservation of audio description	36
7.3	User controls for captions and audio description	36
8	Hardware	37
8.1	General	37
8.1.1	Generic requirements	37
8.1.2	Standard connections	37
8.1.3	Colour	37
8.2	Hardware products with speech output	37
8.2.1	Speech volume gain	37
8.2.2	Magnetic coupling	37
8.3	Stationary ICT	38
8.3.0	General	38
8.3.1	Forward or side reach	38
8.3.2	Forward reach	38
8.3.3	Side reach	41
8.3.4	Clear floor or ground space	42
8.3.5	Visibility	43
8.3.6	Installation instructions	43
8.4	Mechanically operable parts	44
8.4.1	Numeric keys	44
8.4.2	Operation of mechanical parts	44
8.4.3	Keys, tickets and fare cards	44
8.5	Tactile indication of speech mode	44
9	Web	45
9.0	General (informative)	45
9.1	Perceivable	45
9.1.1	Text alternatives	45
9.1.2	Time-based media	45
9.1.3	Adaptable	46
9.1.4	Distinguishable	46
9.2	Operable	47
9.2.1	Keyboard accessible	47
9.2.2	Enough time	48

9.2.3	Seizures and physical reactions	48
9.2.4	Navigable	48
9.2.5	Input modalities.....	49
9.3	Understandable	49
9.3.1	Readable.....	49
9.3.2	Predictable.....	49
9.3.3	Input assistance	49
9.4	Robust.....	50
9.4.1	Compatible	50
9.5	WCAG 2.1 AAA Success Criteria.....	50
9.6	WCAG conformance requirements.....	51
10	Non-web documents.....	52
10.0	General (informative)	52
10.1	Perceivable.....	52
10.1.1	Text alternatives	52
10.1.2	Time-based media	53
10.1.3	Adaptable	54
10.1.4	Distinguishable.....	54
10.2	Operable.....	56
10.2.1	Keyboard accessible.....	56
10.2.2	Enough time	57
10.2.3	Seizures and physical reactions	58
10.2.4	Navigable	58
10.2.5	Input modalities.....	59
10.3	Understandable	60
10.3.1	Readable.....	60
10.3.2	Predictable.....	60
10.3.3	Input assistance	61
10.4	Robust.....	62
10.4.1	Compatible	62
10.5	Caption positioning.....	62
10.6	Audio description timing	63
11	Software	64
11.0	General (informative)	64
11.1	Perceivable.....	65
11.1.1	Text alternatives	65
11.1.2	Time-based media	65
11.1.3	Adaptable	67
11.1.4	Distinguishable.....	68
11.2	Operable.....	70
11.2.1	Keyboard accessible.....	70
11.2.2	Enough time	71
11.2.3	Seizures and physical reactions	72
11.2.4	Navigable	72
11.2.5	Input modalities.....	73
11.3	Understandable	74
11.3.1	Readable.....	74
11.3.2	Predictable.....	75
11.3.3	Input assistance	76
11.4	Robust.....	76
11.4.1	Compatible	76
11.5	Interoperability with assistive technology	78
11.5.1	Closed functionality	78
11.5.2	Accessibility services	78
11.6	Documented accessibility usage	81
11.6.1	User control of accessibility features	81
11.6.2	No disruption of accessibility features	82
11.7	User preferences	82
11.8	Authoring tools	82

11.8.0	General (informative)	82
11.8.1	Content technology	82
11.8.2	Accessible content creation	82
11.8.3	Preservation of accessibility information in transformations	82
11.8.4	Repair assistance	83
11.8.5	Templates	83
12	Documentation and support services.....	84
12.1	Product documentation	84
12.1.1	Accessibility and compatibility features	84
12.1.2	Accessible documentation	84
12.2	Support services	84
12.2.1	General (informative)	84
12.2.2	Information on accessibility and compatibility features.....	84
12.2.3	Effective communication	85
12.2.4	Accessible documentation	85
13	ICT providing relay or emergency service access.....	86
13.1	Relay services requirements	86
13.1.1	General (informative)	86
13.1.2	Text relay services.....	86
13.1.3	Sign relay services.....	86
13.1.4	Lip-reading relay services	86
13.1.5	Captioned telephony services	86
13.1.6	Speech to speech relay services.....	86
13.2	Access to relay services	86
13.3	Access to emergency services.....	87
14	Conformance	88
	Annex A (informative): Relationship between the present document and the essential requirements of Directive 2016/2102	89
	Annex B (informative): Relationship between requirements and functional performance statements	105
B.1	Relationships between clauses 5 to 13 and the functional performance statements	105
B.2	Interpretation of Table B.2.....	113
B.2.0	General	113
B.2.1	Example	113
	Annex C (normative): Determination of conformance.....	115
C.1	Introduction.....	115
C.2	Empty clause.....	115
C.3	Empty clause.....	115
C.4	Functional performance	115
C.5	Generic requirements	115
C.5.1	Closed functionality	115
C.5.2	Activation of accessibility features	120
C.5.3	Biometrics	120
C.5.4	Preservation of accessibility information during conversion	120
C.5.5	Operable parts	120
C.5.6	Locking or toggle controls	121
C.5.7	Key repeat	121
C.5.8	Double-strike key acceptance.....	121
C.5.9	Simultaneous user actions	122
C.6	ICT with two-way voice communication.....	122
C.6.1	Audio bandwidth for speech	122
C.6.2	Real-Time Text (RTT) functionality	122
C.6.3	Caller ID.....	126
C.6.4	Alternatives to voice-based services	126
C.6.5	Video communication	126
C.6.6	Alternatives to video-based services	127
C.7	ICT with video capabilities.....	128

C.7.1	Caption processing technology	128
C.7.2	Audio description technology	129
C.7.3	User controls for captions and audio description	129
C.8	Hardware	130
C.8.1	General	130
C.8.2	Hardware products with speech output	130
C.8.3	Stationary ICT	131
C.8.4	Mechanically operable parts.....	137
C.8.5	Tactile indication of speech mode.....	137
C.9	Web.....	138
C.9.0	General (informative)	138
C.9.1	Perceivable	138
C.9.2	Operable	142
C.9.3	Understandable.....	145
C.9.4	Robust	147
C.9.5	WCAG 2.1 AAA Success Criteria (informative)	147
C.9.6	WCAG 2.1 conformance requirements	148
C.10	Non-web documents	148
C.10.0	General (informative)	148
C.10.1	Perceivable	148
C.10.2	Operable	152
C.10.3	Understandable.....	155
C.10.4	Robust	157
C.10.5	Caption positioning	157
C.10.6	Audio description timing.....	157
C.11	Software	158
C.11.0	General	158
C.11.1	Perceivable	158
C.11.2	Operable	164
C.11.3	Understandable.....	168
C.11.4	Robust	170
C.11.5	Interoperability with assistive technology.....	171
C.11.6	Documented accessibility usage.....	176
C.11.7	User preferences	176
C.11.8	Authoring tools.....	176
C.12	Documentation and support services	178
C.12.1	Product documentation.....	178
C.12.2	Support services	178
C.13	ICT providing relay or emergency service access	179
C.13.1	Relay service requirements	179
C.13.2	Access to relay services.....	180
C.13.3	Access to emergency services	180
	Annex D (informative): Further resources for cognitive accessibility	181
	Annex E (informative): Guidance for users of the present document	182
E.1	Introduction.....	182
E.2	Overview	182
E.3	Clause 4	183
E.4	How to use the standard.....	183
E.4.1	Self scoping requirements	183
E.4.2	Connection between requirements and functional performance statements	183
E.5	The European Web Accessibility Directive [i.28]	184
E.6	Annex D: Further resources for cognitive accessibility	184
	Annex F (informative): Change history.....	185
	History	186

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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 and is now submitted for the combined Public Enquiry and Vote phase of the standards EN Approval Procedure.

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)", TR 101 550 [i.7] "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"", 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 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 EN 301 549 has been prepared under the Commission's standardisation request C(2017)2585 final [i.27] to provide, in addition to its other uses, one voluntary means of conforming to the essential requirements of Directive 2016/2102 on the accessibility of the websites and mobile applications of public sector bodies [i.28]. 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 [i.28], 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 EN 301 549 [i.29] (V2.1.2) (08-2018).

The significant changes since EN 301 549 [i.29] (V2.1.2) are:

- the requirements related to Real-Time Text (RTT) in clause 6.2 have been revised and extended;
- the WCAG 2.1 AAA Success Criteria that were previously in an Annex D are now included in clause 9.5;

- a new Annex D, "Further resources for cognitive accessibility", has been added;
- a new Annex E "Guidance for users of the present document" has been added.
- a new Annex F "change history" has been added.

National transposition dates	
Date of adoption of this EN:	10 March 2021
Date of latest announcement of this EN (doa):	30 June 2021
Date of latest publication of new National Standard or endorsement of this EN (dop/e):	31 December 2021
Date of withdrawal of any conflicting National Standard (dow):	31 December 2022

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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 six 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. When the pre-condition is false 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.
- Annex F provides a change history table.

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 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 referenced document (including any amendments) applies.

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

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 (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](#).