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Information technology — Office equipment — Accessibility guidelines for older persons and persons with disabilities

Technologies de l'information — Lignes directrices pour l'accessibilité aux équipements de bureau par les personnes âgées et les personnes handicapées

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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).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see http://patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 28, *Office equipment*.

This second edition cancels and replaces the first edition (ISO/IEC 10779:2008), which has been technically revised.

The main changes compared to the previous edition are as follows:

— harmonized with the US Section 508 of the Rehabilitation Act, and EN 301 549;

— defined the policies to ensure and improve accessibility.

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.

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Introduction

This document has been developed as guidelines to assist in the design and evaluation of office equipment for operation by persons with the widest range of capabilities, including persons with disabilities and persons with temporary disabilities.

This document specifies features to provide guidance to designers of office equipment based on ISO/IEC Guide 71 and ISO 9241-20:2008.

This document had been developed originally in 2008 to be consistent with the U.S. Section 508 Standards (2000). In 2017, the standards were revised harmonizing EN 301 549:2014. This document for designing accessible office equipment is revised to be coherent with them.

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Information technology — Office equipment — Accessibility guidelines for older persons and persons with disabilities

1 Scope

This document specifies accessibility guidelines to be considered when planning, developing and designing electrophotographic copying machines, page printers and multi-function devices. These guidelines are intended to improve accessibility required when primarily older persons, persons with disabilities and persons with temporary disabilities (hereafter referred to as older persons and persons with disabilities) use office equipment.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC Guide 71, *Guide for addressing accessibility in standards*

ISO/IEC 40500, *Information technology — W3C Web Content Accessibility Guidelines (WCAG) 2.0*

ITU-T E.161, *Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC Guide 71 and the following apply.

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

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
multi-function device
device providing two or more functions, such as electrophotographic copying, facsimile, printing and scanning functions

3.2
accessibility
usability (3.6) of office equipment by persons with the widest range of capabilities, including persons with disabilities and persons with temporary disabilities

Note 1 to entry: The concept of accessibility addresses the full range of user capabilities and is not limited to *users* (3.5) who are formally recognized as having disability.

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