

**Identifitseerimiskaartide süsteemid.  
Inimene-seade-liides. Osa 1:  
Kasutajaliidese kujunduse põhimõtted**

Identification card systems - Man-machine interface  
- Part 1: Design principles and symbols for the user  
interface

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 1332-1:2000 sisaldab Euroopa standardi EN 1332-1:1999 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 11.01.2000 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 1332-1:2000 consists of the English text of the European standard EN 1332-1:1999.</p> <p>This document is endorsed on 11.01.2000 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p><b>Käsitlusala:</b></p> <p>This European Standard defines user requirements for card based services that are applicable to any sector (eg banking, telecommunications, mass transport, parking, logical access control, physical access control). It also provides recommendations for the operational procedures (with related symbols) to be followed when users interact with a card operated device: - in order to enter a system; - whilst using a system; - leaving a system.</p>	<p><b>Scope:</b></p> <p>This European Standard defines user requirements for card based services that are applicable to any sector (eg banking, telecommunications, mass transport, parking, logical access control, physical access control). It also provides recommendations for the operational procedures (with related symbols) to be followed when users interact with a card operated device: - in order to enter a system; - whilst using a system; - leaving a system.</p>
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ICS 35.200, 35.240.15

**Võtmesõnad:**

**English version**

**Identification card systems – Man-machine interface**

**Part 1: Design principles for the user interface**

Systèmes de cartes d'identification –  
Interface homme-machine – Partie 1:  
Principes de conception pour  
l'interface utilisateur

Identifikationskartensysteme –  
Schnittstelle Mensch – Maschine –  
Teil 1: Gestaltungsgrundsätze für die  
Benutzerschnittstelle

This European Standard was approved by CEN on 1999-05-05.

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Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

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CEN members are the national standards bodies of Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

**CEN**

European Committee for Standardization  
Comité Européen de Normalisation  
Europäisches Komitee für Normung

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## Foreword

This European Standard has been prepared by Technical Committee CEN/TC 224 "Machine-readable cards, related device interfaces and operations", the secretariat of which is held by AFNOR.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by December 1999, and conflicting national standards shall be withdrawn at the latest by December 1999.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

This European Standard is one of a series of standards, under the general title "*Identification card systems - Man-machine interface*" and the different parts are the following :

- *Part 1 : Design principles for the user interface ;*
- *Part 2 : Dimensions and location of a tactile identifier for ID-1 cards ;*
- *Part 3 : Key pads ;*
- *Part 4 : Coding of user requirements for people with special needs.*

## Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of this standard is to increase the accessibility of these services for the benefit of consumers. This will be achieved by facilitating the inter-sector and cross-border interoperability of machine readable cards and to do so with the maximum possible degree of user-friendliness.

EN 1332 addresses the needs of all users, including people with special needs, not overlooking first time users, minors, those not conversant with the local language.

EN 1332 specifies :

- a) the design principles for the user interface (including functions to be represented by symbols) to be incorporated into the design of card operated equipment, but not the machine operations associated with the selection and delivery of goods or services ;
- b) a tactile identifier to be incorporated into the design of machine readable cards ;
- c) a standard layout for the keypads of card operated equipment ;
- d) coding of user requirements for people with special needs.

The contents of this standard are generically based, not sector specific, and cover card operated equipment. It is recognised that the equipment may also be operated by other means, such as the insertion of notes and coins, but the scope of this standard has been, as indicated, narrowly defined.

Issues relating to such consumer concerns at the man-machine interface as PIN presentation are dealt with in a separate standard, see ENV 1257-1.

## 1 Scope

This European Standard defines design principles for card based services that are applicable to any sector (eg banking, telecommunications, mass transport, parking, logical access control, physical access control). It also provides recommendations for the operational procedures to be followed when users interact with a card operated device :

- in order to enter a system;
- whilst using a system;
- leaving a system.

The purpose of this European Standard is to facilitate user's interactions with card operated systems by standardising key components of the user interface.

In principle all devices should be physically accessible to all users including those with special needs. How this can be achieved is not within the scope of this standard.

In particular, this European Standard will :

- aid the user's interaction with the system through a consistent user interface when entering, navigating and exiting card-based systems ;
- promote user confidence in card-based systems in general ;
- promote efficient use of card-based systems ;
- reduce the possibility of error when the user enters, navigates in or exits the system ;
- enable those with different levels of ability and comprehension (minors, elderly, visually impaired, foreign language, etc) and different levels of experience (eg first time users) to use card-based systems;
- improve the learnability of card-based systems through consistency.

## 2 Normative references

This European Standard incorporates, by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

prEN 1332-4, *Identification card systems - Man-machine interface - Part 4: Coding of user requirements for people with special needs*.

EN 29241-3:1993, *Ergonomic requirements for office work with visual display terminals (VDTs) - Part 3 : Visual display requirements* (ISO 9241-3:1992).

EN 29564-1:1993, *Banking - Personal Identification Number management and security - Part 1 : PIN protection principles and techniques* (ISO 9564-1:1991).

ISO 9241-10:1996, *Ergonomic requirements for office work with visual display terminals (VDTs) - Part 10 : Dialogue principles*.

ISO/DIS 13407, *Human centred design processes for interactive systems*.