

**Identifitseerimiskaartide süsteemid. Inimene-
seade-liides. Osa 3: Klaviatuur**

Identification card systems - Man-machine interface -
Part 3: Keypads

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

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| <p>Käesolev Eesti standard EVS-EN 1332-3:2008 sisaldab Euroopa standardi EN 1332-3:2008 ingliskeelset teksti.</p> <p>Standard on kinnitatud Eesti Standardikeskuse 25.09.2008 käskkirjaga ja jõustub sellekohase teate avaldamisel EVS Teatajas.</p> <p>Euroopa standardimisorganisatsioonide poolt rahvuslikele liikmetele Euroopa standardi teksti kättesaadavaks tegemise kuupäev on 20.08.2008.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p> | <p>This Estonian standard EVS-EN 1332-3:2008 consists of the English text of the European standard EN 1332-3:2008.</p> <p>This standard is ratified with the order of Estonian Centre for Standardisation dated 25.09.2008 and is endorsed with the notification published in the official bulletin of the Estonian national standardisation organisation.</p> <p>Date of Availability of the European standard text 20.08.2008.</p> <p>The standard is available from Estonian standardisation organisation.</p> |
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English Version

Identification card systems - Man-machine interface - Part 3: Keypads

Systèmes de cartes d'identification - Interface homme-
machine - Partie 3: Claviers

Identifikationskartensysteme - Schnittstelle Mensch-
Maschine - Teil 3: Tastenfelder

This European Standard was approved by CEN on 18 July 2008.

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Foreword

This document (EN 1332-3:2008) has been prepared by Technical Committee CEN/TC 224 "Identification card systems", 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of an identical text or by endorsement, at the latest by February 2009, and conflicting national standards shall be withdrawn at the latest by February 2009.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN [and/or CENELEC] shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 1332-3:1999.

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 : Keypads*
- *Part 4 : Coding of user requirements for people with special needs*
- *Part 5 : Raised tactile symbols for differentiation of application on ID-1 cards*

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

Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of EN 1332 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, for example the aged, minors, the disabled, the visually impaired, those with learning difficulties, first time users and those not conversant with the local language.

EN 1332 specifies:

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

The contents of EN 1332 are generically based, not sector specific, and cover card operated devices. 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 not dealt with in EN 1332.

The EN 1332 standard has been completed with CEN/TS 15291 – Guidance on design for accessible card-activated devices. This technical specification provides guidance for the design and location of card-activated devices and the immediate environment to facilitate access for the users.

1 Scope

This European Standard covers the ergonomic layout and usability of keypads. The keypad may consist of numeric, command, function and alphanumeric keys. On the basis that keypad layout impacts performance (keying speed and errors), this European Standard aims to:

- enhance usability;
- ensure ease of use through consistency;
- increase customer confidence;
- reduce customer error;
- improve operating time;
- ensure ergonomic data entry.

This European Standard specifies the arrangement, the number and location of numeric, function and command keys, including placement of alphabetic characters on numeric keys. Design recommendations are also provided.

This standard applies to all identification card systems equipped with a numeric keypad for use by the public. Personal card reading devices, such as mobile phones, are outside the scope of this standard.

This standard does not cover virtual numeric keypad on screens for PIN entry.

2 Normative references

The following referenced documents are indispensable for the application 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.

EN 1332-1, *Identification card systems — Man-machine interface — Part 1: Design principles for the user interface*

3 Definitions

For the purposes of this document, the following definitions apply:

3.1

ergonomics

scientific discipline concerned with the understanding of interactions among human and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance

[ISO 6385:2004]

3.2

Personal Identification Number

PIN

code or password the customer possesses for verification of identity