

Identification Card Systems - Man-machine Interface - Part 4: Coding of user requirements for people with special needs

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 1332-4:2000 sisaldab Euroopa standardi EN 1332-4:1999 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 1332-4:2000 consists of the English text of the European standard EN 1332-4:1999.</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>Käsitlusala:</p> <p>This European Standard defines the data elements to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process.</p>	<p>Scope:</p> <p>This European Standard defines the data elements to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process.</p>
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ICS 35.040, 35.240.15

Võtmesõnad:

English version

Identification card systems – Man-machine interface

Part 4: Coding of user requirements for people with special needs

Systèmes de cartes d'identification –
Interface homme-machine – Partie 4:
Codage des prescriptions utilisateur
pour les personnes ayant des besoins
spécifiques

Identifikationskartensysteme –
Schnittstelle Mensch – Maschine –
Teil 4: Codierung von Benutzeranfor-
derungen für Personen mit besonde-
rem Bedarf

This European Standard was approved by CEN on 1999-05-27 .

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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

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

Central Secretariat: rue de Stassart 36, B-1050 Brussels

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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 January 2000, and conflicting national standards shall be withdrawn at the latest by January 2000.

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 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 interpretability 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, those not conversant with the local language.

EN 1332 specifies :

- a) the design principles for the user interface (including symbols) to be incorporated into 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 EN 1332 are generically based, not sector specific, and cover card operated equipment. It is recognised that the equipment can 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.

The objective of establishing a standard on the coding of user requirements for people with special needs is to enable cardholders, in particular elderly and disabled people, to make better use of cardholder operated equipment accepting integrated circuit(s) cards (e.g. cash dispenser, ticket machine, vending machine), which is becoming more and more widespread in Europe. This also enables service providers to ensure that their equipment, and the services provided, can be made responsive to individual cardholder requirements.

1 Scope

This European Standard defines the data elements to be stored within an integrated circuit(s) card and exchanged in order to enable integrated circuit(s) card accepting terminals to identify specific user interface preferences. The preference information may be used by terminals to configure appropriate methods of communicating with the user during a transaction process.

The European Standard also specifies a mechanism for the retrieval of the user preference information from an integrated circuit(s) card and for the combination of data elements to form particular user profiles, through the assignment of unique tags.

Formats and detailed definitions of single data elements are specified, however, the exact method of storage of data within the integrated circuit(s) card is outside the scope of this European Standard.

This European Standard is applicable to the scenario where the cardholder operates the card accepting equipment (e.g. a cash dispenser, ticket machine, vending machine) and to integrated circuit(s) cards conforming to ISO/IEC 7816 and personalised to the individual cardholder.

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.

EN ISO/IEC 7816-4, *Information technology - Identification cards - Integrated circuit(s) cards with contacts - Part 4 : Interindustry commands for interchange* (ISO/IEC 7816-4:1995)

EN ISO/IEC 7816-6, *Identification cards - Integrated circuit(s) cards with contacts - Part 6 : Interindustry data elements* (ISO/IEC 7816-6:1996).

ISO 639, *Code for the representation of names of languages*.

ISO/IEC 8825, *Information technology - Open Systems Interconnection - Specification for Basic Encoding Rules for Abstract Syntax Notation One (ASN.1)*.

ISO 8859-1, *Information processing - 8-bit single-byte coded graphic character sets - Part 1 : Latin alphabet No. 1*.

3 Terms and definitions

For the purposes of this standard, the following definitions apply.

3.1

composite data element

a data element made up of a concatenation of data elements

3.2

data element

see EN ISO/IEC 7816-4

3.3

data object

see EN ISO/IEC 7816-4

3.4

primitive/constructed data objects

see ISO/IEC 8825