Identification card systems - User Interface - Part 3: Key pads

EESTI STANDARDIKESKUS **EVS**
ESTONIAN CENTRE FOR STANDARDISATION

EESTI STANDARDI EESSÕNA   NATIONAL FOREWORD

See Eesti standard EVS-EN 1332-3:2020 sisaldab Euroopa standardi EN 1332-3:2020 ingliskeelset teksti.	This Estonian standard EVS-EN 1332-3:2020 consists of the English text of the European standard EN 1332-3:2020.
Standard on jõustunud sellekohase teate avaldamisega EVS Teatajas	This standard has been endorsed with a notification published in the official bulletin of the Estonian Centre for Standardisation.
Euroopa standardimisorganisatsioonid on teinud Euroopa standardi rahvuslikele liikmetele kättesaadavaks 15.07.2020.	Date of Availability of the European standard is 15.07.2020.
Standard on kättesaadav Eesti Standardikeskusest.	The standard is available from the Estonian Centre for Standardisation.

Tagasisidet standardi sisu kohta on võimalik edastada, kasutades EVS-i veebilehel asuvat tagasiside vormi või saates e-kirja meiliaadressile standardiosakond@evs.ee.

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English Version

Identification card systems - User Interface - Part 3: Key pads

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

Identifikationskartensysteme - Schnittstelle Mensch - Maschine - Teil 3: Tastenfelder

This European Standard was approved by CEN on 8 June 2020.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

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EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

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European foreword

This document (EN 1332-3:2020) has been prepared by Technical Committee CEN/TC 224 "Personal identification and related personal devices with secure element, systems, operations and privacy in a multi sectorial environment", 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 2021, and conflicting national standards shall be withdrawn at the latest by January 2021.

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

This document supersedes EN 1332-3:2008.

The main changes compared to the previous edition are listed below:

— inclusion of touch sensitive devices;

— differentiation between stationary and non-stationary devices;

— clarification on some issues;

— general updating of text to modern situations.

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

Introduction

Machine readable cards facilitate the provision of a growing variety of services across Europe. The purpose of the EN 1332 series 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.

The EN 1332 series addresses the needs of the widest possible range of users, for example the aged, minors, people with disabilities, those with learning difficulties, first time users and those not conversant with the local language.

The EN 1332 series 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 the EN 1332 series are generically based, not sector specific, and cover card operated devices. It is recognized that the equipment can also be operated by other means, such as the insertion of notes and coins, but the scope of this document 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 the EN 1332 series.

The EN 1332 series 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 document covers the ergonomic layout and usability of keypads. The keypad consists of numeric, command and function keys and alphanumeric characters. On the basis that keypad layout impacts performance (keying speed, and errors), this document aims to:

— enhance usability,

— ensure ease of use through consistency,

— increase customer confidence,

— reduce customer error,

— improve operating time,

— ensure ergonomic data entry.

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

This document applies to all identification card systems with a numeric keypad for use by the public for stationary or non-stationary devices. This document also covers keypads on touch sensitive devices.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

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

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

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

3.1
command key
"cancel", "enter" or "clear" key

Note 1 to entry: These keys are described in Table 1.

3.2
disability
any restriction or lack of ability (resulting from an impairment) to perform an activity in the manner or within the range considered normal for a human being

Note 1 to entry: Disability can be temporary.

[SOURCE: EN ISO/IEC 24751-2:2008(en), 3.15]