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Information Technology – Survey of icons and symbols that provide access to functions and facilities to improve the use of IT products by the elderly and persons with disabilities.

Élément introductif — Élément central — Élément complémentaire

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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. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

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ISO/IEC TR 19765, which is a Technical Report of type 3, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information Technology*, Sub Committee SC 35, *User Interfaces*.

Introduction

Advances in information technology have promoted the use of information technology products as a necessary element of an individual's daily life. It is therefore very important to make this technology accessible to everyone, especially to disabled and elderly people. These consumers need specific icons and symbols to enable them to access special facilities and functions to compensate for their disabilities and give them confidence to use the various services made available through ICT product development.

Increasing numbers of people, especially elderly and disabled have problems using personal computers and the Internet for services, e.g. postal and banking services. It is essential to make the producers of these services aware of this and to record and provide existing symbols and icons especially configured for use by disabled and elderly people.

Please be aware that that this is a survey and that ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) do not in any way endorse, recommend or dissuade the use of any of the icons and symbols presented in this Technical Report.

NOTE: At the time of this ballot the icons and symbols contained within this draft are subject to parallel approval and verification by the source owners. Any of these icons or symbols which are not subsequently approved for publication will be removed from future drafts of this Technical Report.

Information technology – Survey of icons and symbols that provide access to functions and facilities to improve the use of IT products by the elderly and persons with disabilities.

1 Scope

Different users of information technology products possess different sets of abilities. Some abilities may not ever be present in a user as they may have been born without them. Some abilities are acquired, developed, or deteriorate over time due to education, maturity, injury, illness, or age. Just as it is possible that a user possesses a combination of abilities, it is also possible that they may lack a combination of abilities.

This Technical Report results from a survey of icons and symbols currently used to provide access to facilities and tools to support the needs of disabled users of Information Technology products, and may form the basis of a future International Standard which would provide a recommended collection of icons and symbols.

These icons and symbols have been collected from a variety of sources including other standards, contemporary software products, web sites and hardware devices. Those sources are cross-referenced and listed in the Bibliography.

The icons and symbols presented here are categorised by modality and method of use.

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) do not in any way endorse, recommend or dissuade the use of any of the icons and symbols presented in this surveying Technical Report.

The icon and symbol designs reproduced in this Technical Report remain the property of the source owners and must not be directly copied into Information Technology products without the permission of the source owners.

2 Definitions

2.1

closed captioning

displays the dialogue, narration and sound effects of a video program as words on a television screen, similar to subtitles in a movie (see also 2.7).

NOTE Unlike subtitled movies, closed captioning allows the viewer to select whether or not to display the captions that are transmitted within the broadcast signal in encoded (or closed) form. A decoder built into or attached to a television set is used to "open" the captions and display the words on the TV screen.

[National Captioning Institute [7]]

2.2

electrical coupling

transmission of information from one device to another through a direct electrical connection.

[ETSI EN 301 462 v1.1.1 (2000-03)[1]]

2.3

filter key

logical setting that enables brief or repeated key strokes to be ignored or slows the keystroke input repeat rate

2.4

inductive coupling

loop

transmission of information from one device to another via a wire less connection

2.5 mouse

commonly used pointing device that contains one or more buttons with which a user can interact with a computer system.

EXAMPLE Using a mouse button, a user can select objects or choices, initiate actions, or directly manipulate objects.

2.6

numeric keypad

physical grouping of keys, containing numbers, in a block on a computer keyboard.

NOTE The numeric keypad typically contains cursor control keys and is located on the right side of a computer keyboard.

2.7

open captioning

displays the dialogue, narration and sound effects of a video program as words on a television screen, similar to subtitles in a movie (see also 2.1).

NOTE Similar to subtitled movies, open captioning constantly presents text information to the viewer.

2.8

pointer icon

icon that is logically attached to a physical input device, and that the user manipulates to interact with other screen elements.

[ISO/IEC 11581-1:2000]

NOTE For further information on pointer icons see ISO/IEC 11581-3:2000

2.9

serial key device

device used to input data in sequential order

EXAMPLE A computer keyboard

2.10

sign

"words" of a sign language produced by actions of the hands, arms, torso, face and head that produce signals perceived visually.

NOTE 1 Sign languages are not universal; they have developed spontaneously and independently within communities of Deaf users all over the world.

NOTE 2 For Deaf-blind singers, a sign language is perceived through touch.

2.11

signing

convention of gestures ("signs") used instead of speaking to convey information.

2.12

sticky key

logical setting that enables sequentially pressed keyboard keystrokes combined as a single input

2.13

telecommunications terminal

point at which data can either enter or leave a system or communications network

NOTE In data communications, a device, usually equipped with a keyboard and display device, capable of sending and receiving information.

3 Collection of icons and symbols

NOTE: The Secretariat of ISO/IEC JTC 1/SC 35 is currently obtaining the approval of the publishers of these icons for inclusion in this standard.

3.1 Presentation of icons and symbols

Throughout this clause, and where appropriate, the icons and symbols are displayed upon a squared grid (icons) or upon a matrix (standardized symbols). In addition, the icons are also displayed approximately actual size alongside the enlarged (and gridded) version.

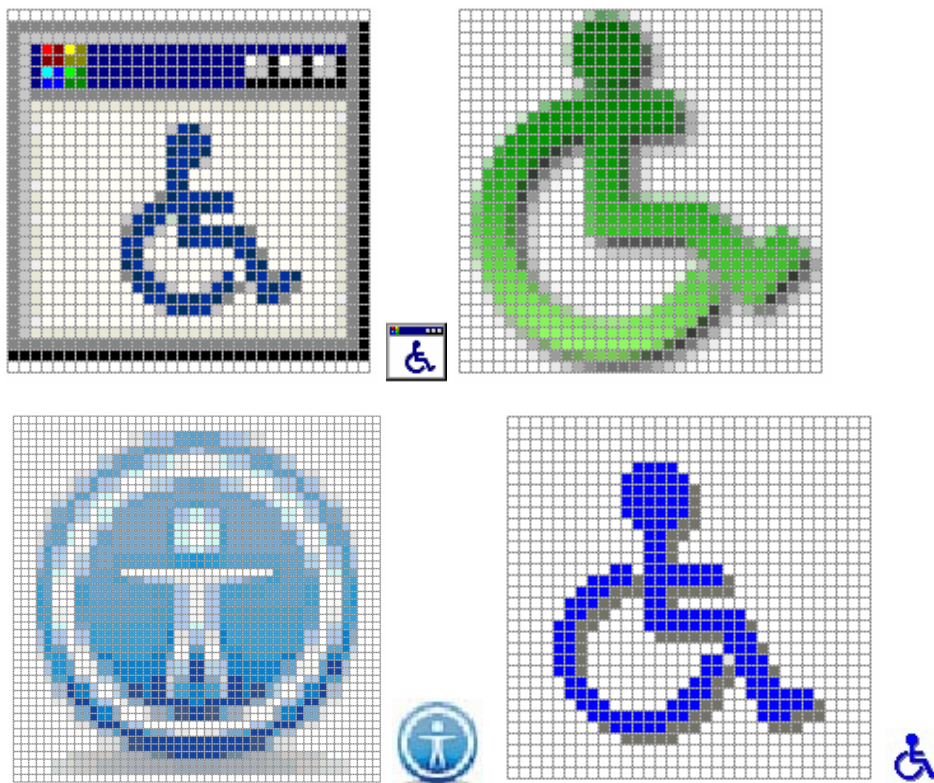
3.2 General icons and symbols

3.2.1 Accessibility options – Software

Primary domain: IT software & hardware

Function: Provides access to a suite of functions and utilities which enable the customization of the software and hardware to best support the abilities of the disabled user.

Graphics:



Sources: Top row: Microsoft Windows 2000® [3] (left), Windows XP® [3] (Centre). Bottom row: Apple Mac OS X [11] (right). IBM ThinkPad® [12]

NOTE These are examples of icons currently in use and not ISO/IEC recommendations

3.2.2 Facility for disabled users - ICTA International Symbol of Access

Function: Identifies a facility with special provisions available for disabled users

Graphic:



Source: International Commission on Technology and Accessibility. [5]

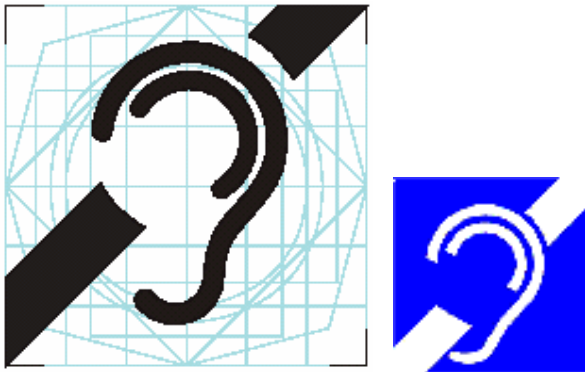
NOTE: This symbol is registered with ISO

3.2.3 General facilities for deaf and hard of hearing

Primary domain: Hardware, Telecommunications

Function: To enable access to general facilities and functions

Graphics:



Sources: Left: ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 1. [1], right: International Commission on Technology and Accessibility (ICTA), International Symbol of Deafness [5].

NOTE 1 This symbol is considered to be culturally unacceptable, due to the negative connotations of the diagonal "prohibition" line across an ear. The use of symbols that indicate specific access services in a positive manner are encouraged. A good example is the TTY symbol (3.4.1.2), as opposed to misusing the symbol shown above to represent various distinct accommodations (e.g. Inductive coupling, electrical coupling, etc.).

NOTE 2 These are examples of symbols currently in use and not ISO/IEC recommendations

3.3 Input methods

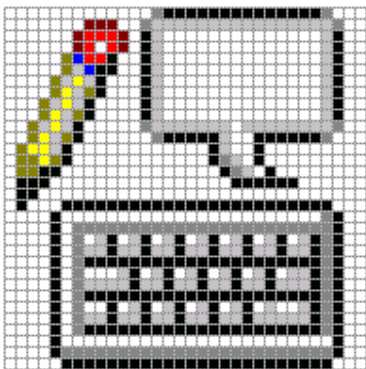
3.3.1 General

3.3.1.1 Input languages and methods

Primary domain: Hardware

Function: Enables the setting of alternative input methods: Handwriting recognition, keyboard input or voice recognition.

Graphic:



Source: Microsoft Windows 2000®. [3]

NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

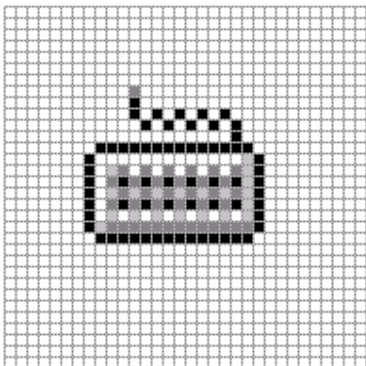
3.3.2 Keyboard

3.3.2.1 Keyboard input

Primary domain: Hardware

Function: Enables the user to select the keyboard method to input text.

Graphic:



Source: Microsoft Windows 2000®. [3]

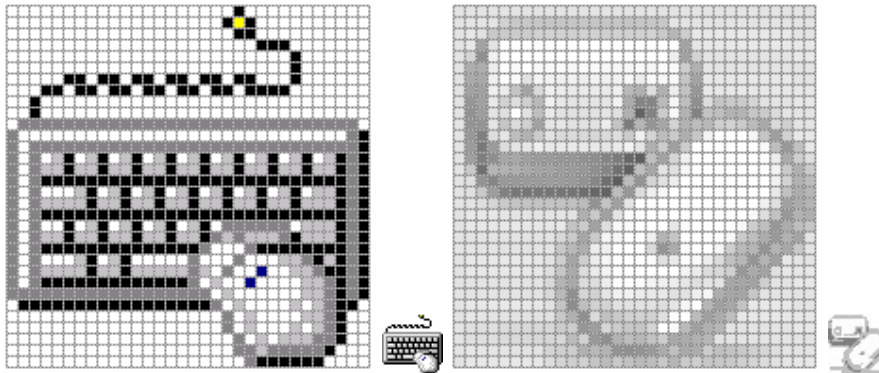
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.2 Serial key devices

Primary domain: Hardware

Primary function: Enables the user to select alternative access to the keyboard and mouse features.

Graphic:



Sources: Left, Microsoft Windows 2000®. [3], right, Apple Mac OS X.

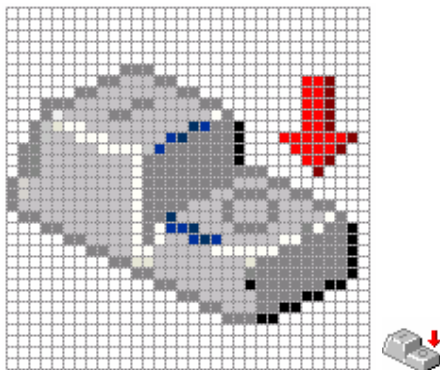
NOTE These are examples of icons currently in use and not ISO/IEC recommendations.

3.3.2.3 Stickykeys

Primary domain: Hardware

Function: Combines sequentially pressed keyboard keystrokes as single input.

Graphic:



Source: Microsoft Windows 2000®. [3]

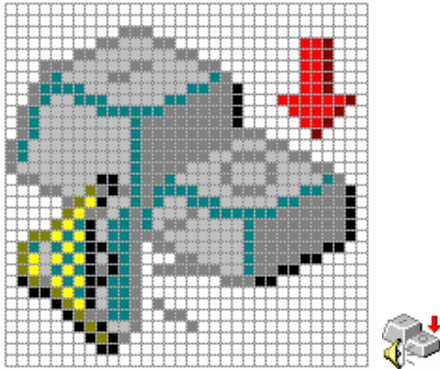
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.4 ToggleKeys

Primary domain: Hardware

Function: Enables the user to hear tones when pressing Caps Lock, Num Lock and Scroll Lock.

Graphic:



Source: Microsoft Windows 98®. [3]

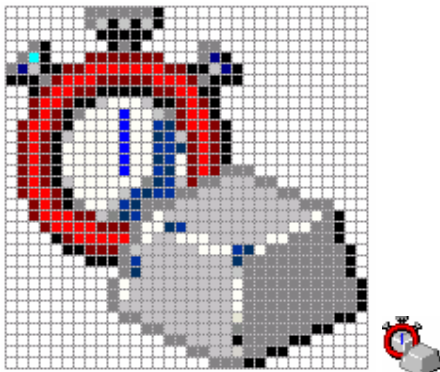
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.5 Filter keys

Primary domain: Hardware

Function: Ignores brief or repeated key strokes or slows the keystroke input repeat rate.

Graphic:



Source: Microsoft Windows 2000®. [3]

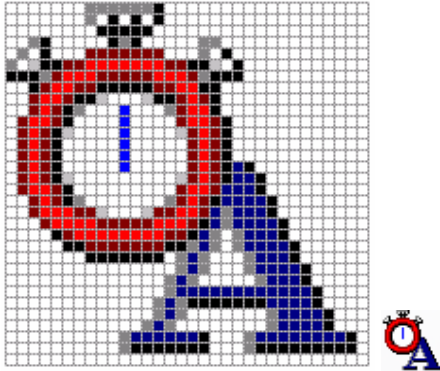
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.6 Character repeat delay

Primary domain: Hardware

Function: Enables the user to set the keyboard input repeat character input delay (Settings: variable, long to short).

Graphic:



Source: Microsoft Windows 2000®. [3]

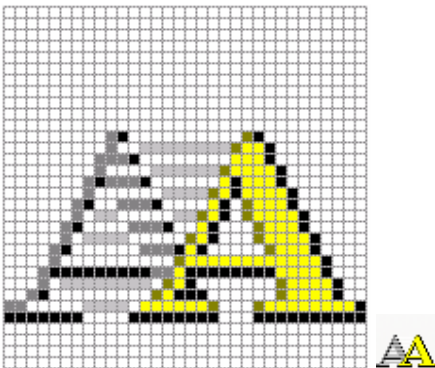
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.7 Character repeat rate

Primary domain: Hardware or Software?

Function: Enables the user to set the repeat character input rate (Settings: variable, slow to fast).

Graphic:



Source: Microsoft Windows 2000®. [3]

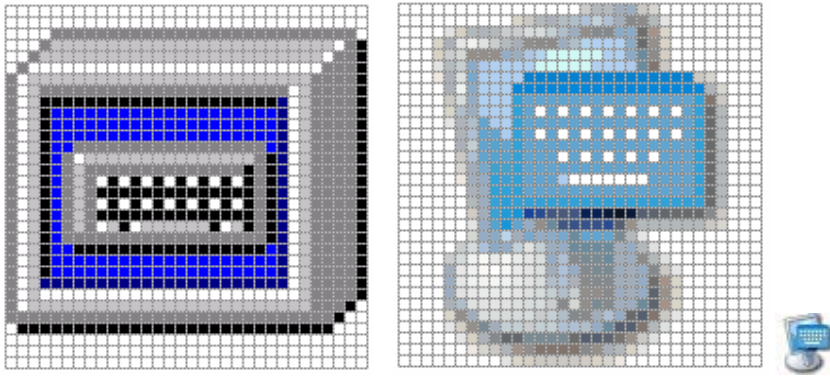
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.2.8 On-screen keyboard

Primary domain: Software interface

Function: Provides mobility-impaired users with basic keyboard functions via a touch screen interface.

Graphics:



Source: Microsoft Windows 2000® and Windows XP®. [3]

NOTE These are examples of icons currently in use and not ISO/IEC recommendations.

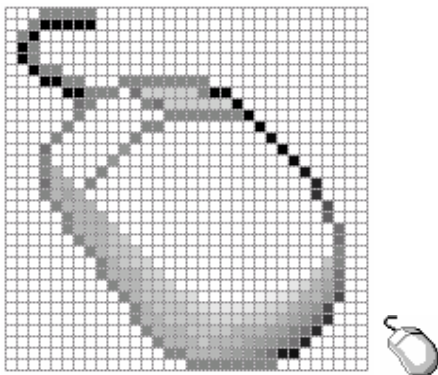
3.3.3 Pointing device

3.3.3.1 Mouse Properties

Primary domain: Hardware

Function: Enables the user to set their personal preferences for the operation of the mouse.

Graphic:



Source: Microsoft Windows 2000®. [3]

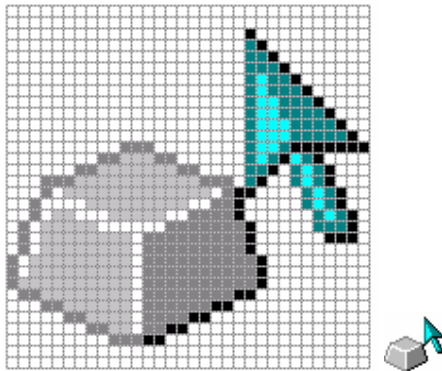
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.3.2 Mouse Keys

Primary domain: Hardware

Function: Enables the pointer icon to be controlled by the numeric keypad on the keyboard.

Graphic:



Source: Microsoft Windows 2000®. [3]

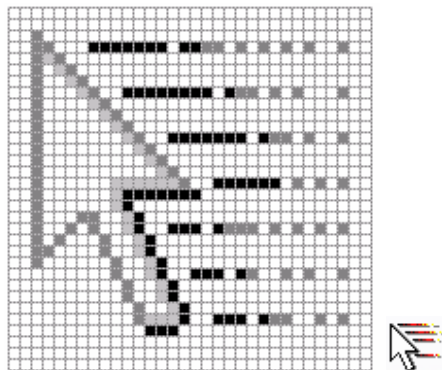
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.3.3 Select pointer speed ("Motion")

Primary domain: Software interface

Function: Enables the user to set the speed and acceleration of the pointer icon.

Graphic:



Source: Microsoft Windows 2000®. [3]

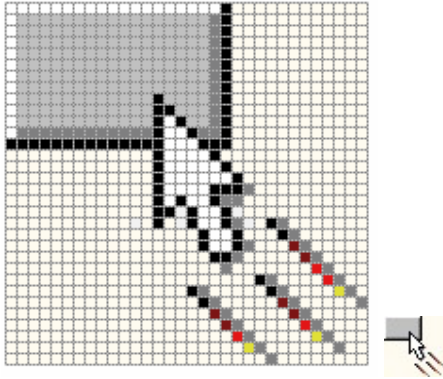
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.3.4 Automatically move pointer to default button ("Snap to")

Primary domain: Software interface

Function: When set by the user, automatically moves the pointer icon to the default button within a dialogue box.

Graphic:



Source: Microsoft Windows XP®. [3]

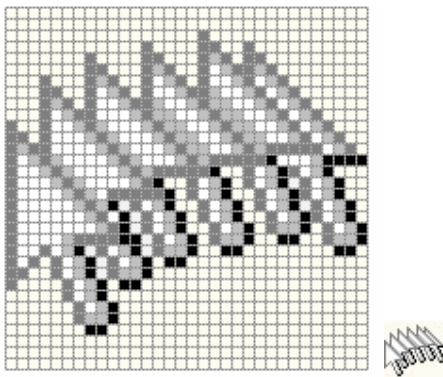
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.3.5 Display pointer trails

Primary domain: Software interface

Function: When set by the user, will display the trail of the pointer icon.

Graphic:



Source: Microsoft Windows XP®. [3]

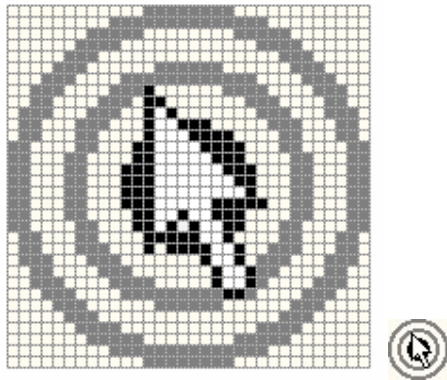
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.3.3.6 Show location of pointer

Primary domain: Software interface

Function: When set by the user, shows the location of the pointer icon.

Graphic:



Source: Microsoft Windows XP®. [3]

NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

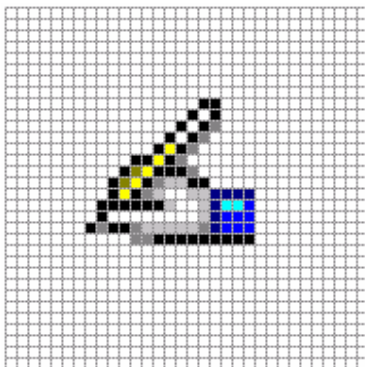
3.3.4 Handwriting

3.3.4.1 Handwriting recognition

Primary domain: Hardware

Function: Enables the user to select the handwriting method to input text.

Graphic:



Source: Microsoft Windows 2000®. [3]

NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

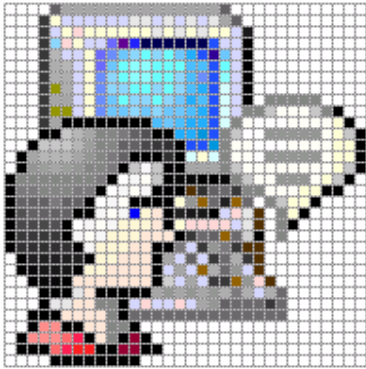
3.3.5 Audio

3.3.5.1 Speech properties

Primary domain: Software

Function: Enables the user to adjust settings and select options for both speech input and output

Graphic:



Source: Microsoft Windows 2000®. [3]

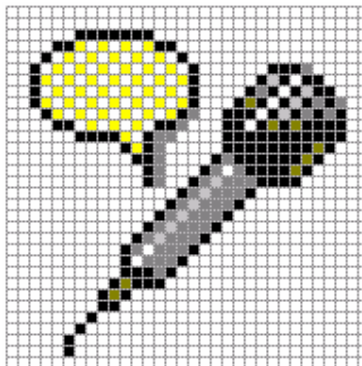
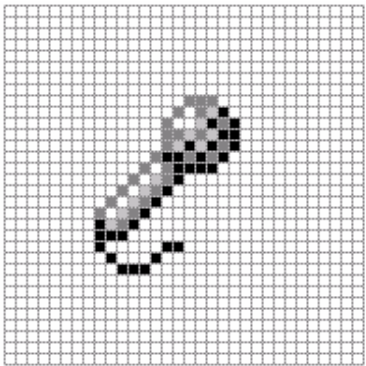
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

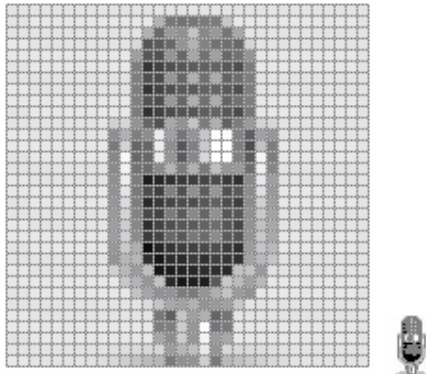
3.3.5.2 Speech

Primary domain: Hardware and software

Function: Enables the user to adjust settings and select options for speech input via a microphone.

Graphics:





Sources: Top row: Microsoft Windows 2000®. [3]. Lower row: Apple Mac OS X [11].

NOTE These are examples of icons currently in use and not ISO/IEC recommendations

3.4 Output methods

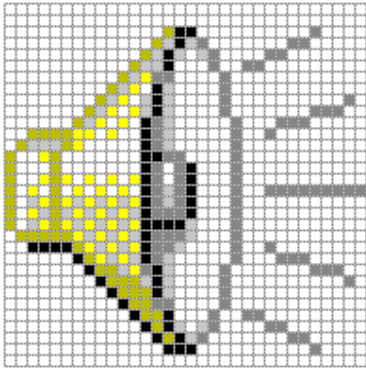
3.4.1 Audio

3.4.1.1 Sound

Primary domain: Hardware

Function: To enable the user to adjust the sound settings.

Graphic:



Source: Microsoft Windows 2000®. [3]

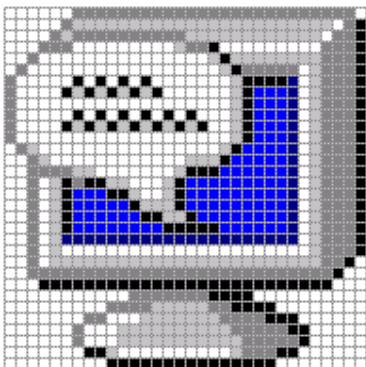
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.1.2 "Narrator"

Primary domain: Software

Function: Enables people to have contents of the screen read aloud to them.

Graphic:



Source: Microsoft Windows 2000®. [3]

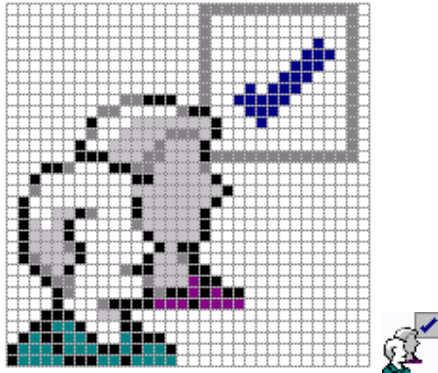
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.1.3 Text to speech settings

Primary domain: Software

Function: Enables the user to adjust settings and select options for text output as speech via a sound speaker.

Graphic:



Source: Microsoft Windows 2000®. [3]

NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.1.4 Audio description for TV, video, film, etc

Primary domain: Entertainment.

Function: Indicates the availability of a audio description of key visual elements in a video or multimedia product.

Graphic:



Sources: Left, National Disability Arts Form (US), typically used on American television [4]. Centre, typically used for the theatre [6], right Voiceprint Canada [9].

NOTE These are examples of symbols currently in use and not ISO/IEC recommendations

3.4.1.5 Assistive listening systems

Graphic:



Source: (US) National Disability Arts Forum. [4]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.1.6 Captioning

Primary domain: Entertainment

Function: Denotes that "captioning" facilities are available.

Graphic:



Source: (US) National Captioning Institute. [7]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.1.6.1 Closed captioning

Primary domain: Entertainment

Function: Denotes that "closed captioning" facilities are available

Graphic:



Source: (US) National Disability Arts Forum. [4]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.1.6.2 Open captioning

Primary domain: Entertainment

Function: Denotes that "open captioning" facilities are available

Graphic:



Source: Kerasotes Theatres [8]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.2 Visual

3.4.2.1 General

Primary domain: Hardware and software

Function: To identify facilities for vision impaired people

Graphic:



Source: BS 8501:2002, registration number BS 8501.6025 [10]

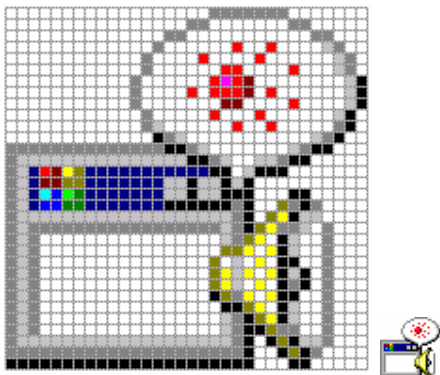
NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.2.2 "Sound Sentry"

Primary domain: Hardware

Function: Generates visual warnings when the system makes a sound.

Graphic:



Source: Microsoft Windows 2000®. [3]

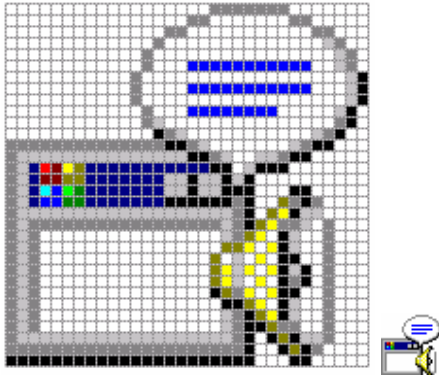
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.2.3 "Show sounds"

Primary domain: Hardware

Function: Displays captions for the speech and the sounds that applications make.

Graphic:



Source: Microsoft Windows 2000®. [3]

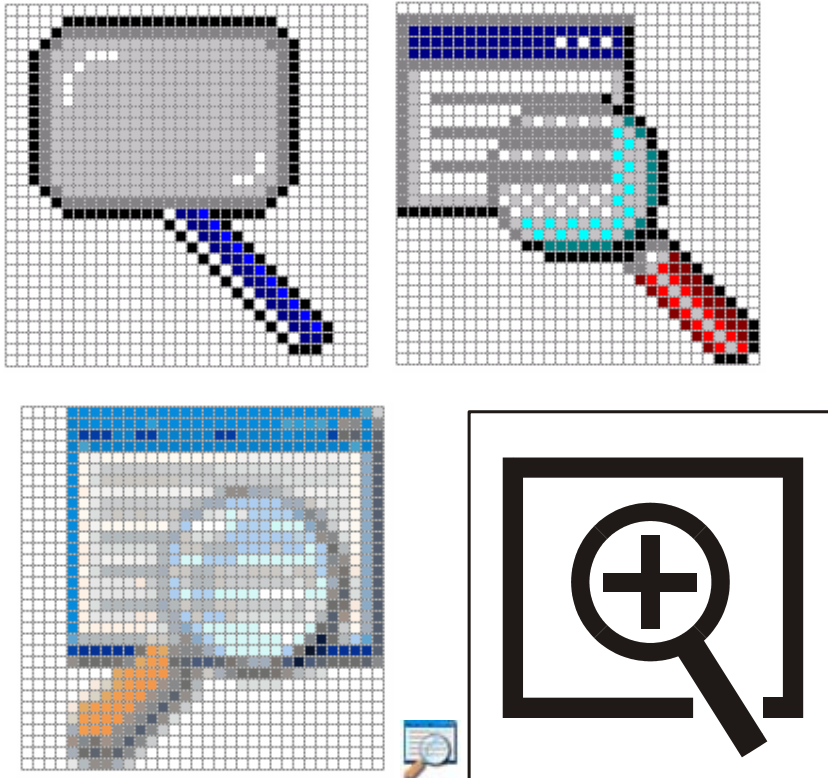
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.2.4 Magnifying glass/Screen magnifier

Primary domain: Software Interface

Function: Activates the screen the magnification function, and enables setting of magnification values. An additional window shows enlarged text and images in proximity of the pointer icon.

Graphics:



Sources: Top row: Microsoft Windows 2000® & XP®. [3], bottom row: IBM ThinkPad® (spacebar) [12].

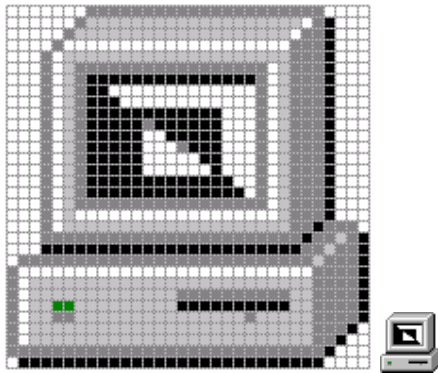
NOTE These are examples of icons and a symbol currently in use and not ISO/IEC recommendations.

3.4.2.5 High Contrast

Primary domain: Software interface

Function: To set the screen colours and typefonts designed for easy reading

Graphic:



Source: Microsoft Windows 2000®. [3]

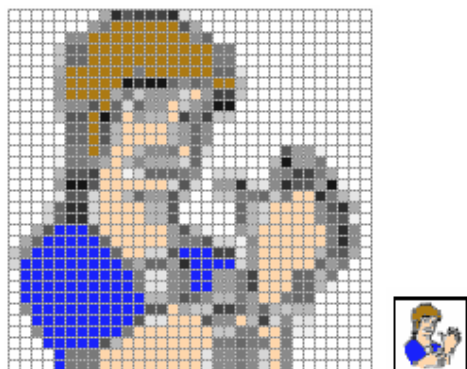
NOTE This is an example of an icon currently in use and not an ISO/IEC recommendation.

3.4.2.6 Sign language availability

Primary domain: Software, World Wide Web interfaces

Function: Indicates the availability of sign language as an alternative to text.

Graphic:



Source: CEN Workshop Agreement CWA 14835 (September 2003) - Proposal. [2]

NOTE This is an example of a proposed icon and not an ISO/IEC recommendation.

3.4.2.7 Sign language interpretation

Primary domain: Entertainment and education

Function: Indicates the availability of sign language interpretation of spoken text.

Graphic:



Source: (US) National Disability Arts Forum. [4]

NOTE 1 This symbol is based upon American Sign Language and is too culturally-specific for international use.

NOTE 2 This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.2.8 Access to low vision

Primary domain: Entertainment and education

Function: Indicates the availability of access to low vision facilities.

Graphic:



Source: (US) National Disability Arts Forum. [4]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.2.9 Accessible print

Primary domain: Entertainment and education.

Function: Indicates the availability of information (e.g. books and periodicals) in large text.

Graphic:

**Large
Print**

Source: (US) National Disability Arts Forum. [4]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.4.2.10 Braille symbol

Primary domain: Entertainment, education and way finding.

Function: Indicates the availability of information and instructions in Braille format.

Graphic:

● ●
● ●
● ●
Braille

Source: (US) National Disability Arts Forum. [4]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.5 Telephony

3.5.1 Input & output

3.5.1.1 General

Primary domain: Hardware, Telecommunications

Function: Indicates the availability of a video-telephony facility with unspecified capabilities.

Graphic:



Source: ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 15. [1]

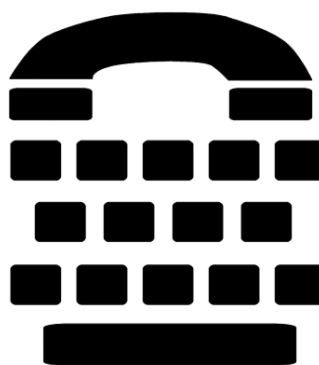
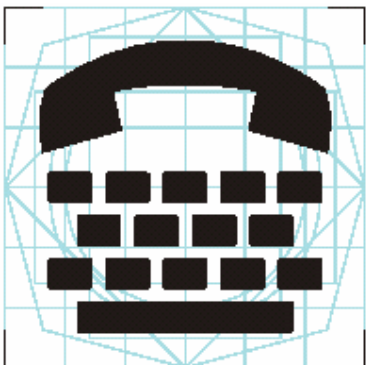
NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.5.1.2 Text telephony/Telephone typewriter (TTY)

Primary domain: Hardware, Telecommunications

Function: Indicates the availability of a text telephone facility.

Graphic:



Sources: Left, ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 14. [1], Right, National Disability Arts Forum (US). [4]

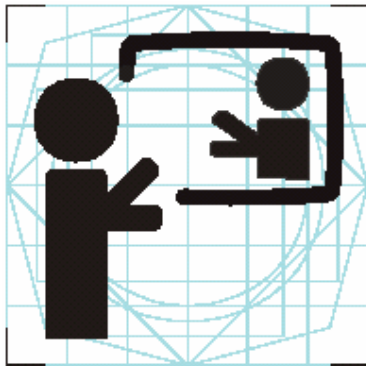
NOTE This is an example of symbols currently in use and not an ISO/IEC recommendation.

3.5.1.3 Video telephone for signing and lip-reading.

Primary domain: Hardware, Telecommunications

Function: Indicates the availability of a video-telephone facility for signing and lip-reading.

Graphic:



Source: ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 16. [1]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.5.2 Output - Audio

3.5.2.1 Telephone amplification/Volume control telephone

Primary domain: Hardware, Telecommunications

Function: Enables the user to control and amplify incoming speech.

Graphic:



Source: Left, ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 9. [1], Right, (US) National Disability Arts Forum (US). [4]

NOTE This is an example of symbols currently in use and not an ISO/IEC recommendation.

3.5.2.2 Inductive coupling

Primary domain: Hardware, Telecommunications

Function: Indicates the availability of the facility to allow a hearing aid or another device for hard of hearing people to be inductively coupled to a telecommunications terminal.

Graphic image:



Source: ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 10. [1]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

3.5.2.3 Electrical coupling

Primary domain: Hardware, Telecommunications

Function: Indicates the availability of the facility to allow a hearing aid or another device for hard of hearing people to be electrically coupled to a telecommunications terminal.

Graphic:



Source: ETSI EN 301 462 v1.1.1 (2000-03). Graphical symbol number 11. [1]

NOTE This is an example of a symbol currently in use and not an ISO/IEC recommendation.

Bibliography

- [1] ETSI EN 301 462 v1.1.1 (2000-03) Human Factors (HF) Symbols to identify telecommunications facilities for deaf and hard of hearing people.
- [2] CEN Workshop Agreement CWA 14835 (September 2003) Guidelines for making information accessible through sign language on the web.
- [3] Microsoft Windows 98®, 2000® and Windows XP®.
- [4] National Disability Arts Forum Web site at <http://www.ndaf.org/access.html> (Symbols are free of reproduction charges.)
- [5] International Commission on Technology and Accessibility (ICTA) at <http://www.ictaglobal.org/>
- [6] Design proposals for Symbols for Media Access Services at www.ndaf.org/access.html NOTE: This is included for reference only, since the design and selection process for these symbols is still underway.
- [7] National Captioning Institute at <http://www.ncicap.org>
- [8] Kerasotes Theatres at <http://www.kerasotes.com/Home.aspx> (symbol at <http://www.kerasotes.com/Images/Icons/lqoclogo.jpg>).
- [9] Voiceprint Canada at <http://www.voiceprintcanada.com/index.asp>
- [10] British Standard BS 8501:2002 – Graphical symbols and signs – Public information symbols
- [11] Apple Computer
- [12] IBM Corporation