
**Information technology — Survey of
icons and symbols that provide access to
functions and facilities to improve the
use of information technology products
by the elderly and persons with
disabilities**

*Technologies de l'information — Vue d'ensemble des symboles et des
icônes fournissant un accès aux fonctions et aux équipements pour
améliorer l'utilisation des produits des technologies de l'information par
les personnes âgées et les personnes avec un handicap*

PDF disclaimer

This PDF file may contain embedded typefaces. In accordance with Adobe's licensing policy, this file may be printed or viewed but shall not be edited unless the typefaces which are embedded are licensed to and installed on the computer performing the editing. In downloading this file, parties accept therein the responsibility of not infringing Adobe's licensing policy. The ISO Central Secretariat accepts no liability in this area.

Adobe is a trademark of Adobe Systems Incorporated.

Details of the software products used to create this PDF file can be found in the General Info relative to the file; the PDF-creation parameters were optimized for printing. Every care has been taken to ensure that the file is suitable for use by ISO member bodies. In the unlikely event that a problem relating to it is found, please inform the Central Secretariat at the address given below.

Withdrawn



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2007

All rights reserved. Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
Case postale 56 • CH-1211 Geneva 20
Tel. + 41 22 749 01 11
Fax + 41 22 749 09 47
E-mail copyright@iso.org
Web www.iso.org

Published in Switzerland

Contents

Page

Foreword.....	iv
Introduction	v
1 Scope	1
2 Terms and definitions.....	1
3 Collection of icons and symbols.....	3
3.1 Presentation of icons and symbols	3
3.2 General icons and symbols	3
3.2.1 Accessibility options – software	3
3.2.2 Facility for disabled users – ICTA international symbol of access	4
3.2.3 General facilities for the deaf and hard of hearing.....	4
3.3 Input methods	5
3.3.1 General.....	5
3.3.2 Keyboard	5
3.3.3 Pointing device	9
3.3.4 Handwriting	12
3.3.5 Audio	13
3.4 Output methods	15
3.4.1 Audio	15
3.4.2 Visual	19
3.5 Telephony	25
3.5.1 Input and output.....	25
3.5.2 Output – audio.....	26
Bibliography	28

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.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

In exceptional circumstances, the joint technical committee may propose the publication of a Technical Report of one of the following types:

- type 1, when the required support cannot be obtained for the publication of an International Standard, despite repeated efforts;
- type 2, when the subject is still under technical development or where for any other reason there is the future but not immediate possibility of an agreement on an International Standard;
- type 3, when the joint technical committee has collected data of a different kind from that which is normally published as an International Standard ("state of the art", for example).

Technical Reports of types 1 and 2 are subject to review within three years of publication, to decide whether they can be transformed into International Standards. Technical Reports of type 3 do not necessarily have to be reviewed until the data they provide are considered to be no longer valid or useful.

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

ISO/IEC TR 19765, which is a Technical Report of type 3, was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee 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 to give them confidence to use the various services made available through information and communications technology 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.

This Technical Report resulted from a survey of icons and symbols currently used to provide access to facilities and tools to support the needs of elderly and disabled users of information technology (IT) products. 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.

Information technology — Survey of icons and symbols that provide access to functions and facilities to improve the use of information technology 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 presents icons and symbols currently used to provide access to facilities and tools to support the needs of elderly and disabled users of information technology (IT) products, and could 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. These sources are cross-referenced and listed in the Bibliography.

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

NOTE 1 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 2 The icon and symbol designs reproduced in this Technical Report remain the property of the source owners and may not be directly copied into IT products without the permission of the source owners.