

Human Factors (HF); An annotated bibliography of documents dealing with Human Factors and disability



Reference

DSR/HF-00019

Keywords

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Foreword

This Special Report (SR) has been produced by ETSI Technical Committee Human Factors (HF).

1 Scope

The present document provides a listing of standardization documentation relevant to Telecommunications on the subjects of Human Factors and disability and gives a brief outline of the content of the listed standards that are published and provides some comments on their applicability.

The present document is a living document which will be updated at intervals.

2 References

As the document is itself a listing of reference documents, it contains no specific references.

3 Abbreviations

For the purposes of the present document, the following abbreviations apply:

CEPT	Conférence des Administrations Européennes des Postes et Télécommunications
CLI	Calling Line Information
DTMF	Dual Tone Multi-Frequency
ETNS	European Telephony Numbering Space
GSM	Group Special Mobile
ISDN	Integrated Services Digital Network
MIA	Multiple Index Approach
MIRS	Multimedia Information Retrieval Services
MMI	Man-Machine Interface
PBI	Phone Based Interface
PBX	Private Branch Exchange
PSTN	Public Switched Telephone Network
SDL	Specification and Description Language
TETRA	Trans-European Trunked Radio
TMN	Telecommunications Management Network
UPT	Universal Personal Telecommunications
VDT	Visual Display Terminal

4 Standards, recommendations and reports

4.1 ETSI documents

ETR 029 (October 1991): Access to telecommunications for people with special needs. Recommendations for improving and adapting telecommunication terminals and services for people with impairments

ETR 029 identifies some of the main factors that can inhibit the access to and use of telecommunications services by people with special needs, such as those caused by advanced age, temporary or permanent physical disability, intellectual impairment, lack of education or membership of a cultural or linguistic minority group.

It is an early report which provides a basic introduction to the subject, lists a number of disabilities and proposes solutions (some rather impracticable).

ETR 039 (March 1992): Human Factors standards for telecommunications applications

An early bibliography, now well out of date.

ETR 051 (December 1992): Usability checklist for telephones - Basic requirements

A short report demonstrating the use of a simple usability checklist for the very basic operations of setting up and clearing a call on a simple telephone.

ETR 068 (September 1993): European standard situation of telecommunication facilities for people with special needs

ETR 068 sets out to review the situation on standards and facilities for people with special needs in the major European Countries. The methods used for the document survey are reported and some attempt is made to predict future telecommunications trends. The report provides a somewhat out of date view of the facilities available and makes proposals for further standardization work.

ETR 070 (June 1993): The Multiple Index Approach (MIA) for the evaluation of pictograms

A report describing one method of assessing the value of pictograms. It gives a reasonably detailed description of the experimental procedures and gives an example of the use of a questionnaire for the evaluation of pictograms for use with videotelephones.

The report gives no guidance on mathematical treatment of the results.

ETR 095 (September 1993): Guide for usability evaluations of telecommunications systems and services

A useful and detailed discussion on the concept of usability. The report provides definitions and descriptions of the evaluation process. Descriptions of a number of methods of evaluating usability are provided and their advantages and disadvantages discussed. Measurement theory and scales are described.

It provides a useful introduction to the field of work for anyone needing to assess the usability of a system and gives a number of references for further study. ETR 095 has now been updated by EG 201 472.

ETR 096 (August 1993): Phone Based Interfaces (PBI), Human factors guidelines for the design of minimum phone based user interface to computer services

A very basic introduction in general terms to the use of a telephone with DTMF keypad for services with a voice response.

ETR 113 (October 1993): Results of an evaluation study of pictograms for point to point videotelephony

ETR 113 gives the results of an evaluation study of pictograms for use in videotelephony. It was used to justify the effectiveness of the Multiple Index Approach for evaluation. Unfortunately the results are only as good as the design of the restricted number of original sets of pictograms offered for testing. The work was the basis for ETS 300 375.

ETR 116 (June 1994): Human Factors guidelines for ISDN - Terminal equipment design 1994

ETR 116 is a vade mecum and checklist for all of those aspects of a design that affect the user. ETR 116 is the chef-d'œuvre of the ETSI Human Factors group and covers most aspects of terminal design. Whilst its title refers to ISDN terminal equipment it is also applicable to analogue terminals.

It provides guidance on human factors issues, good human factors design practice and standards that relate to Telephones, fax machines videotelephones and multimedia terminals.

There are a vast number of references provided in an appendix.

A copy should be available to every terminal designer.

ETR 147 (September 1994): Usability checklist for Integrated Services Digital Network (ISDN) telephone terminal equipment

ETR 147 provides a simple list of features of terminal design that should be checked to determine whether human factors aspects have been properly dealt with in a design.

It should be useful both to designers and specifiers of terminal equipment.

ETR 160 (January 1995): Human Factors aspects of multimedia telecommunications

ETR 160 defines and discusses many aspects of multimedia but deals mainly with automatically provided multimedia services. It treats hypermedia issues such as links and navigation and in general provides advice on the main Human Factors problems in multimedia.

ETR 165 (January 1995): Recommendation for a tactile identifier on machine readable cards for telecommunications terminals

ETR 165 presents the results of tests of tactile identifiers on a number of machine readable cards. The results condemned the British Telecom phone cards then in use and a CEN TC 224 draft proposal. The design was subsequently superseded by a different recommendation in ETS 300 767 which was adopted by British Telecom and other manufacturers.

ETR 166 (January 1995): Evaluation of telephones for people with special needs; An evaluation method

ETR 166 is based on the checklist of ETR 051 applied to conventional telephones and adds evaluation criteria said to be appropriate for groups of people with various disabilities. It does not apply to telephones for those people so severely disabled as to need special devices or features which cannot be expected to be supplied in conventional telephones.

The criteria suggested for acoustic performance are expressed in rather unusual terms which suggest that the authors had little experience of telephone testing.

ETR 167 (January 1995): User instructions for public telecommunications services

ETR 167 gives good advice for the design of user instructions intended to be placed on or near payphones. It contains some references to additional source material and gives a couple of (Italian) examples of instruction layouts.

ETR 170 (January 1995): Generic user control procedures for telecommunication terminals and services

ETR 170 describes general concepts related to user control procedures and interaction with telecommunication terminals and services. A number of general rules are described and example user procedures are described in SDL format.

The report is rather theoretical, being purely generic, with no detailed recommendations for particular procedures.

ETR 175 (February 1995): User procedures for multipoint videotelephony

ETR 175 deals with user procedures for setting up multipoint videotelephone calls, procedures for switching multipoint video signals within the framework of the switched mode, and procedures for controlling the mixture of video signals within the framework of the mixed mode.

Much of ETR 175 does little more than identify organizations working in the field. A little over two pages are on preliminary recommendations for the broad outlines of procedures. Recommendations are made for more research.

ETR 187 (April 1995): Recommendation of characteristics of telephone service tones when locally generated in telephony terminals

A largely discredited report based generally on ITU-T Recommendation E.180 written by the author of the Recommendation. Contains the content of a putative ETS that failed its vote.

ETR 198 (October 1995): User trials of user controlled procedures for ISDN videotelephony

ETR 198 gives the results of four European experiments in videotelephony to evaluate a set of control procedures for E.170. The experiment showed that the original procedures were defective. The report provided the basis for further Human Factors work.

ETR 208 (September 1995): Universal Personal Telecommunications (UPT) User requirements

ETR 208 identifies types of UPT users by reference to a UPT model which was used to generate user requirements. Interaction between users and between users and tasks are described.

The report provides a detailed description of the facilities that may be provided by UPT. An annex describes a number of procedures in SDL.

ETR 261-1 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 1: General approach and summary of findings

ETR 261-1 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 1 describes the approach to the work and summarizes results from the data collected.

It sets out a useful introduction to the elements to be considered in the design of an MMI for supplementary services.

ETR 261-2 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 2: Literature review - Memory and related issues for dialling supplementary services using number codes

ETR 261-2 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 2 gives a literature review on memory and other issues related to supplementary services accessed and controlled with numeric codes.

ETR 261-2 provides a basic tutorial on memory and related issues and provides a useful bibliography of the subject.

ETR 261-3 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 3: Experimental comparison of two MMIs - Simulated UPT access and prototype ISDN supplementary services

ETR 261-3 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 3 describes the experimental comparison of two MMIs, one a phase 1 UPT simulation and the other and the other an ISDN prototype.

The experiment compared interfaces using a 12 button keypad, tones and announcements with another that also had a text display. The results were limited and somewhat inconclusive.

ETR 261-4 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 4: Experimental comparison of the effect of categorized and non-categorized formats within user instructions

ETR 261-4 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 4 describes the experimental comparison of two forms of instruction manual.

One form of manual is structured to reflect a user model of a supplementary service and the other is structured to reflect the necessary user procedures. The report is at times difficult to follow due to editorial errors in the figure and table numbering.

ETR 261-5 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 5: Experimental evaluation of the CEPT and GSM code schemes

ETR 261-5 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 5 describes the experimental comparison of CEPT and GSM code schemes used to access and control supplementary services.

ETR 261-6 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 6: Survey of existing PSTN, ISDN and mobile networks, and a user survey of supplementary service use within Centrex and PBX environments

ETR 261-6 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 6 describes the questionnaire and survey data collected in two surveys of supplementary services, one in public networks and the other in Centrex and PBX environments.

ETR 261-7 (October 1996): Assessment and definition of a harmonized minimum man-machine interface (MMI) for accessing and controlling public network based supplementary services; Part 7: Experimental evaluation of draft ETS 300 738

ETR 261-7 presents the results of research to develop a harmonized MMI particularly for supplementary services. Part 7 Presents the results of an experimental evaluation of the harmonized MMI proposed in a draft ETS for the minimum MMI for the control of public supplementary services

ETR 294 (August 1996): Trans-European Trunked Radio (TETRA); Voice + data and direct mode operation; Mobile station man machine interface

ETR 294 sets out the minimum man machine interface required to gain access to and to control TETRA services and supplementary services.

It describes a standard and an expanded keypad and provides information on supplementary service codes.

ETR 297 (July 1966): Human Factors in videotelephony.

ETR 297 identifies HF issues in videotelephony and stresses the need for usability. It provides advice on many aspects of videotelephony. An annex provides recommended pictograms.

ETR 329 (December 1996): Guidelines for procedures and announcements in Stored Voice Services and Universal Personal Telecommunications

ETR 329 provides a set of generic user commands for access to and control of any service that uses recorded voice announcements and also deals with the prompts and feedback for use with voice services, the use of tones and the provision of equivalent text.

It provides a useful introduction to these services and gives advice on the creation of a satisfactory and usable service.

ETR 333 (January 1997): Text telephony; Basic user requirements and recommendations

ETR 333 summarizes in simple terms the basic user requirements for text telephony. It gives information on existing text telephony methods and describes the characteristics of possible alternative implementations. It also gives recommendations for the use of V.18 capable modems for implementation of text telephony in different networks.

ETR 334 (December 1996): The implications of human ageing for the design of telephone terminals

ETR 334 gives much information on the characteristics of the elderly including demographic changes, attitudes to technology, economic resources and employment. It also gives details of most kinds of age related changes.

ETR 345 (January 1997): Characteristics of telephone keypads and keyboards; Requirements for elderly and disabled people

ETR 345 sets out to give recommendations about the physical characteristics of telephone keypads corresponding to the requirements of elderly and disabled people.

No research results are given to support the recommendations provided.

TCR-TR 023 (October 1994): Assignment of alphabetic letters to digits on push button dialling keypads

A report formally stating that TC-HF supports option "A" of ITU-T Recommendation E161 but with no commitment to recommend any service that assumes this option.

ETS 300 375 (November 1994): Pictograms for point to point videotelephony

ETS 300 375 specifies a set of pictograms representing eight point to point videotelephony functions.

ETS 300 388 (December 1994): Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids

ETS 300 388 specifies the requirements for the magnetic field to be produced at the earphone to permit satisfactory coupling to a hearing aid.

ETS 300 488 (January 1996): Telephony for hearing impaired people; Characteristics of telephone sets that provide additional receiving amplification for the benefit of the hearing impaired

ETS 300 488 specifies the electro-acoustic performance characteristics of telephones with receive amplification greater than that normally provided.

ETS 300 640 (August 1996): Assignment of alphabetical letters to digits on standard telephone keypads

ETS 300 640 specifies which letters go on which keys on keypads for all terminals, both public and private. It is fully harmonized with ITU-T Recommendation E.161 and with ISO/IEC 9995-8.

ETS 300 679 (September 1996): Telephony for the hearing impaired; Electrical coupling of telephone sets to hearing aids

ETS 300 679 specifies the electrical and mechanical requirements for the direct electrical connection of a telephone set to a hearing aid.

ETS 300 738 (June 1997): Minimum Man-Machine Interface (MMI) to public network based supplementary services

ETS 300 738 defines the format of the control actions required to gain access to and to control public network based supplementary services. It describes the necessary information to be provided by the network during the resultant dialogue.

It sets out to provide a complete listing of supplementary services and their codes based upon information derived from CEPT, ETSI standards and common usage. Some of the codes listed appear never to have been brought into use. No definitions are provided for the service names listed

ETS 300 767 (July 1997): Telephone Prepayment Cards; Tactile Identifier

ETS 300 767 specifies the form, dimensions and position of the shape cut out of the short edge of a machine readable card as a tactile identifier.

EN 301 104 (October 1998): Human factors requirements for a European Telephony Numbering Space (ETNS)

EN 301 104 specifies the human factors requirements dealing with aspects of a European telephony numbering space. It covers those aspect of a ETNS services of importance to users of those services and to other affected users.

It provides rules for the formatting of numbers, for migrating from an ETNS service to a global service, for CLI information, call charging information, delays and linguistic difficulties.

EN 301 462 (March 2000): Symbols to identify telecommunications facilities for deaf and hard of hearing people

EN 301 462 specifies a range of symbols to identify telecommunications facilities for deaf and hard of hearing people. The symbols derive from the work described in TR 101 767. The document does not provide any indication of preferred colours.

EG 201 013 (April 1997): Human Factors (HF); Definitions, abbreviations and symbols

EG 201 013 provides a convenient listing of those definitions, abbreviations and symbols used in documents prepared by TC HF.

EG 201 024 (May 1997): User interface design principles for the Telecommunications Management Network (TMN) applicable to the "G" Interface

EG 201 024 provides a set of design principles for the human to computer interface of telecommunications management networks. The time criticality of networks is identified and methods are described for reducing the quantity of information to be handled. A set of symbols is recommended.

EG 201 103 (February 1998): Human factors issues in Multimedia Information Retrieval Services (MIRS)

EG 201 103 focuses on the principles that are important for navigation in Multimedia Information Retrieval Services identified as provided by ETSI members. The guide proposes general Human Factors guidelines aimed at being applicable to a range of different services.

The document provides useful information to assist in the design of an easily usable and successful system.

EG 201 379 (December 1998): Framework for the development, evaluation and selection of graphical symbols

EG 201 379 is intended to provide a framework for the development, evaluation and selection of graphical symbols for use in a telecommunications environment. Some difficulties have been found in evaluating symbols in accordance with the guidance given.

EG 201 472 (February 2000): Usability evaluation for the design of telecommunication systems, services and terminals

EG 201 472 is intended to give guidance on usability evaluation methods with special emphasis on its use within the Human-Centred Design Process. The document updates the techniques described in ETR 095 and provides a readable and very useful tutorial on the subject.

ES 201 125 (February 1998): Universal Personal Telecommunications (UPT); Specification of the minimum Man-Machine Interface (MMI) for Phase 1 UPT

ES 201 125 defines the minimum Man-Machine Interface for the phase 1 UPT service, describing the requirements to be met by the service provider, the network operator and the terminal device.

The minimum transitions are illustrated with state transition diagrams and the UPT control procedures are profusely described in Specification and Description Language (SDL) in a set of diagrams.

ES 201 275 (August 1998): User control procedures in basic call, point-to-point connections, for Integrated Services Digital Network (ISDN) videotelephony

ES 201 275 specifies the minimum set of user procedure necessary to control a basic call point to point connection for the ISDN videotelephony service. It covers fallback to ordinary ISDN and PSTN telephony. It describes the various videotelephony services available and the different communication modes.

User control procedures and the call handling processes are described in a set of SDL diagrams. Compliance requirements and procedures are described.

ES 201 381 (December 1998): Telecommunications keypads and keyboards; Tactile identifiers

ES 201 381 specifies the form, dimensions and location of tactile identifiers on digit "5" of keypads and on the "F" and "J" keys of keyboards.

ES 201 382 (December 1998): Procedure for registering a supplementary service code

ES 201 382 describes the procedure to be followed when applying for a supplementary service code for use in a public network that is to be registered in the ETSI register of supplementary service codes.

TR 101 041-1 (May 1997): European harmonization of network generated tones; Part 1: A review and recommendations

TR 101 041-1 reports the results of a project to study and investigate the potential for the harmonization of information tones generated by public networks. It reviews the range of tones currently in use within Europe and world-wide. Suggestions are made for possible implementation strategies for the harmonization of tones and the difficulties of doing so are identified. Little progress appears to have been made to use regulation to encourage the process of harmonization.

TR 101 041-2 (May 1997): European harmonization of network generated tones; Part 2: Listing and analysis of European, World and Standardized tones

TR 101 041-2 provides the most up to date listing of tones in use throughout the world and is a useful reference document for terminal designers working in the field of automatic tone detection.

TR 101 056 (June 1997): Human Factors aspects of the European Telephony Numbering Space (ETNS)

TR 101 056 deals with the human factors aspects of a European telephone number and was later developed into a standard (EN 301 104) in accordance with the European Numbering Task force work programme. It treats number length issues, portability issues, the identification of services and charging, routing options linguistic problems and usability testing.

TR 101 767 (January 2000): Symbols to identify telecommunications facilities for deaf and hard of hearing people; Development and evaluation

TR 101 767 describes the background research, symbols development and evaluation of symbols to identify telecommunications facilities for deaf and hard of hearing people. The quality of the evaluation was somewhat undermined by the difficulty of obtaining sufficient test results using voluntary effort. Some difficulty was also found in reconciling the test results with requirements of international standards bodies.

TR 102 083 (January 1999): Supplementary service codes for use in public network services

TR 102 083 describes the use of those supplementary service codes that were identified in the answers to a questionnaire sent out to the ETSI membership. The document provides categorized listing of supplementary services and gives a set of network independent definitions.

It also describes the creation of an ETSI register of codes. The application and registration procedures are described in ES 201 382.

TR 101 806 (June 2000): Guidelines for Telecommunications relay services for text telephones

TR 101 806 provides guidelines for the provision of relay services, especially those which enable a text telephone user to converse with a telephone user or with another text telephone user. It also deals with spoken to spoken relays and relays using videotelephones.

4.2 ISO/IEC documents

ISO 9241: Ergonomic requirements for office work with visual display terminals (VDT)

ISO 9241 is targeted primarily at system designers but can also be used by those responsible in organizations for the procurement of equipment. Although the title refers to requirements for office work, the application of the standard is not restricted to offices.

ISO 9241 Part 1: General introduction

Introduces the standard as a whole and provides an overview of the standard. It deals with text and data processing (not Computer Aided Design or process control tasks) and describes the basis of the user performance approach which details the important ergonomic factors and how to measure them.

An amendment deals particularly with the software parts of the standard and gives advice on their use.

ISO 9241 Part 2: Guidance on task requirements

Provides guidance on office task design in VDT based information processing systems relevant both to users and to designers of such systems.

The objectives of task design and the characteristics of well designed tasks are described and guidance is provided on how task requirements can be identified and specified.

ISO 9241 Part 3: Visual display requirements

Deals with the characteristics of a visual display which determine its effectiveness in presenting an image to the user. It specifies image quality requirements for the design and evaluation of VDTs. A user performance assessment method is provided in an annex which is replaced in amendment 1. Although it deals specifically with displays used in offices, it is appropriate to specify it for most applications which require general purpose displays to be used in an office-like environment.

ISO 9241 Part 4: Keyboard requirements

Specifies the ergonomics design characteristics of an alphanumeric keyboard which may be used comfortably, safely and efficiently to perform office tasks. It also specifies methods of conformance testing.

ISO 9241 Part 5: Workstation layout and postural requirements

Specifies the ergonomics requirements for a Visual Display Terminal workplace which will allow the user to adopt a comfortable and efficient posture.

ISO 9241 Part 6: Guidance on the work environment

Specifies the ergonomics requirements for the Visual Display Terminal working environment which will provide the user with comfortable, safe and productive working conditions. It takes into account lighting, the effects of noise and vibration, electrical and magnetic fields, static electricity, the thermal environment, space organization and the workplace layout.

ISO 9241 Part 7: Requirements for display with reflections

Makes recommendations for image quality with the aim of making VDTs legible and comfortable in use. It specifies methods of measurement of glare and reflections from the surface of display screens, including those with surface treatments.

ISO 9241 Part 8: Requirements for displayed colours (CD)

Specifies the requirements for multi-colour displays which are largely in addition to the monochrome requirements in Part 3. It is intended to be independent of display technology providing a lot of technical detail and test descriptions.

ISO 9241 Part 9: Requirements for non-keyboard input devices (CD)

Specifies the ergonomics requirements for non-keyboard input devices which may be used in conjunction with a visual display terminal. It covers such devices as the mouse, trackball and other pointing devices. It also includes performance test requirements. It does not address voice input.

ISO 9241 Part 10: Dialogue principles

Provides ergonomic principles in general terms for dialogue in visual display terminals. It deals with suitability for the task, suitability for learning, suitability for individualization, conformity with user expectations, self descriptiveness, controllability, and error tolerance by giving examples of applications.

ISO 9241 Part 11: Guidance on Usability

Defines usability and explains how to identify what it is necessary to take into account when specifying or evaluating usability in terms of measures of user performance and satisfaction. Annexes provide guidance on specifying the context of use of the product and give examples of usability measures. It includes an example of how the usability of a product can be specified and evaluated.

ISO 9241 Part 12: Presentation of information

Contains specific recommendations for presenting and representing information on text-based and graphical user interfaces used for office tasks. It includes guidance on ways of representing complex information using alphanumeric and graphical/symbolic codes, screen layout, and design as well as the use of windows.

ISO 9241 Part 13: User guidance

Provides recommendations for the design and evaluation of user guidance attributes of software user interfaces including Prompts, Feedback, Status, On-line Help and Error Management.

ISO 9241 Part 14: Menu dialogues

Provides recommendations for the design of menus used in user-computer dialogues. The recommendations relate to dialogue, input and output and cover menu structure, navigation, option selection and execution, and menu presentation. Sample techniques and a checklist are given for assessing compliance.

ISO 9241 Part 15: Command dialogues

Provides recommendations for the design of command dialogues. It covers command language structure and syntax, command representations, input and output considerations, and feedback and help. Sample techniques and a checklist are given for assessing compliance.

ISO 9241 Part 16: Direct manipulation dialogues

Provides recommendations for the design of direct manipulation dialogues where the user acts directly on objects on the screen. It covers those aspects of Graphical User Interfaces which are directly manipulated, and not covered by other parts of ISO 9241. Sample techniques and a checklist are given for assessing compliance.

ISO 9241 Part 17: Form filling dialogues

Provides recommendations for the design of form filling dialogues. The recommendations cover form structure and output considerations, input considerations, and form navigation. Sample techniques and a checklist are given for assessing compliance.

ISO/IEC 9995: Information Technology - Keyboard layouts for text and office systems**ISO/IEC 9995-1 Part 1: General principles governing keyboard layouts**

Identifies the division of keyboards into sections and zones and defines key positions in the form of a grid. The general principles governing key labelling and symbol position are described.

ISO/IEC 9995-2 Part 2: Alphanumeric section

Divides the alphanumeric section of the keyboard into zones and describes the characters to be accommodated. It does not define an allocation of specific characters to specific key positions, leaving that to national customs and standards.

ISO/IEC 9995-3 Part 3: Complementary layouts of the alphanumeric zone of the alphanumeric section

Defines a secondary set of characters which, when used in combination with a national keyboard layout, allows the input of the full graphic character repertoire defined in ISO/IEC 6937. It also defines an allocation of specific characters to specific key positions for use where national standards do not exist.

ISO/IEC 9995-4 Part 4: Numeric section

Deals with the layout of the numeric section of a keyboard. It describes both the "1-2-3" and the "7-8-9" layouts of the numbers with the telephone type "1-2-3" layout being preferred. It also allocates functions to the keys above and to the right of the numeric keys.

ISO/IEC 9995-5 Part 5: Editing section

Divides the editing section of the keyboard into zones and describes the allocation of the functions to the keys.

ISO/IEC 9995-6 Part 6: Function section

Divides the function section of the keyboard into zones and describes the allocation of the functions to the keys.

ISO/IEC 9995-7 Part 7: Symbols used to represent functions

Aims to define symbols for the functions on any type of numeric, alphanumeric or composite keyboard. The symbols described cannot be said to be in common usage. An amendment defines some more common arithmetic symbols.

ISO/IEC 9995-8 Part 8: Allocation of letters to the keys of a numeric keypad

Specifies which letters go on which keys on the numeric zone of a keyboard. The use of letters on such keys is strongly deprecated. It is fully harmonized with ETS 300 640 and with ITU-T Recommendation E.161.

ISO 639 (1998): Code for the representation of names of languages.

Although not strictly a human factors standard, ISO 639 provides a two letter coding for representing the names of languages to enable them to be called up as required in any system.

ISO/IEC 11581: User symbol interfaces and symbols - Icon symbols and functions**ISO/IEC 11581-1: Icons - general**

Contains a framework for the development and design of icons, including general requirements and recommendations applicable to all icons.

ISO/IEC 11581-2: Object icons

Contains requirements and recommendations for icons that represent functions by association with an object, and that can be moved and opened. It also contains specifications for the function and appearance of a number of icons.

ISO/IEC 11581-3: Pointer icons

Describes the user interaction with and appearance of pointer icons that are logically attached to an input device that the user manipulates to interact with other screen elements. It describes the function and appearance of a number of icons.

ISO/IEC 11581-4: Control icons

In draft

ISO/IEC 11581-5: Tool icons

In draft

ISO/IEC 11581-6: Action icons

Describes the user interaction with and appearance of action icons that represent actions and which act upon a selected source and/or target, providing single step access to functions typically available by a menu. It describes the function and appearance of a number of icons.

ISO/IEC 13714: Information Technology - Document processing and related communications - User interface to telephone based services: Voice messaging applications

Deals with the features of the DTMF controlled stored voice service of voice messaging. It defines a new record tone (a chime) to identify standard systems and allocates usage for some of the keys to specific functions.

It is becoming the base standard for most stored voice services and is now being specified by in the UK by British Telecom.

4.3 ITU-T documents

4.3.1 E series Recommendations

4.3.1.1 E series Recommendations (CCITT Blue Book)

The following human factors Recommendations are contained in Fascicle.II.2 of the Blue Book (Geneva 1988).

E.120: Instructions for users of the international - telephone services

Sets out guidelines for the structure and content of telephone directories and proposes the provision of pocket guides to travellers.

E.122: Measures to reduce customer difficulties in the international telephone service

Suggests use of recorded announcements and instructions on the use of the trunk prefix.

E.123: Notation for national and international telephone numbers

Provides a recommended layout for presenting international numbers on letterheads and business cards etc.

E.124: Discouragement of frivolous international calling to unassigned or vacant numbers answered by recorded announcements without charge

Gives advice to administrations on dealing with outbreaks of frivolous calling to foreign announcements.

E.125: Inquiries among users of the international telephone services

Merely a reference out to questionnaires in Volume II of the Red Book which may be used to ascertain users opinions on services.

E.126: Harmonization of the general information pages of the telephone directories

Suggests a common presentation and content of the general information pages in a directory so as to assist foreign users.

E.127: Pages in the telephone directories intended for foreign visitors

Gives recommendations on the content of directory pages specifically intended for foreign visitors.

E.128: Leaflet to be distributed to foreign visitors

Gives guidelines on the structure and content of leaflets intended for distribution to foreign visitors.

E.130: Choice of the most useful and desirable supplementary telephone services

A trivial introduction on factors to decide which supplementary services should be offered.

E.131: Subscriber control procedures for supplementary telephone services

Describes AT&T, CEPT and NTT code schemes for some supplementary services but without giving any real recommendations. Contains a useful glossary.

E.132: Standardization of elements of control procedures for supplementary telephone services

Gives recommendations on some actual code elements for use in supplementary services.

E.133: Operating procedures for cardphones

Recommends a sequence of procedures for use in cardphones.

E.180: Technical characteristics of tones for the telephone service

Gives electrical levels for tones and describes characteristic required for a number of tones. It is aimed mainly at administrations and some of its detail is getting a little out of date.

E.181: Customer recognition of foreign tones

A trivial note on giving advice to customers how to tell the difference between dial tone and engaged tone. It does acknowledge that tones today can often be locally generated.

E.182: Application of tones and recorded announcements in telephone services

A useful discussion on its subject with an annex giving a list of tones and announcements with their definitions.

E.183: Guiding principles for telephone announcements

An introduction to the use of recorded announcements and synthetic speech giving advice on some general principles.

E.184: Indications to users of ISDN terminals

A brief statement that the ISDN can give alternatives to tones for giving information to customers.

E.330: User control of ISDN supported services

A few broad statements about ISDN supported services giving little of value.

E.333: Man machine interface

Merely a reference out to part of Z.323.

4.3.1.2 E series Recommendations (ITU-T White series)

The following recommendations are ITU-T "White" series Recommendations, published as dated.

E.121(February 1995): Pictograms, symbols and icons to assist users of the telephone service

Gives examples of a number of graphical symbols which can be used in various environments to give instructions, to identify function keys or to convey information to users with the minimum of reliance on language. It also describes graphical means of describing tones.

It is of value to authors of handbooks and to terminal designers and it would be well if some of these standard symbols were more widely used.

E.134 (March 1993): Human factors aspects of public terminals: generic operating procedures

A brief document setting out a basic sequence of user actions for operating a public terminal. It defines when payment should occur and recommends a "next" call facility.

E.135 (October 1995): Human factors aspects of public telecommunications terminals for people with disabilities

Provides advice for the design of public terminals to assist disabled users to carry out the steps described in E.134.

E.136 (May 1997): Specification for tactile identifier for use with telecommunication cards

A document recommending the tactile identifier specified in ETS 300 767.

E.137 (May 1997): User instructions for payphones

Gives advice for the design of user instructions intended to be placed on or near payphones. It is based on and extends the advice given in ETR 167.

E.161 (May 1995): Arrangement of figures, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network

Recommends one of two arrangements of letters to be used for alphanumeric keypads.

E.331 (October 1991): Minimum user terminal interface for a human user entering address information into an ISDN terminal

Sets out new numbering plan possibilities in the ISDN and advises structures permitting users to cope with them on a terminal with a 12 digit keypad.

Supplement 2 (Series E) (January 1994): Various tones used in national networks

Describes the various tones used in national networks indexed under Country headings. It is the first revision of this supplement undertaken since 1980.

4.3.2 F series Recommendations

The following recommendations are ITU-T "White" series Recommendations, published as dated.

F.901 (March 1993): Usability evaluation of telecommunication services

Gives fairly vague advice on the testing of usability and gives a brief example of a usability evaluation of an ISDN videotelephone.

F.902 (February 1995): Interactive services design guidelines

Provides broad guidance in general terms for the design of the basic features of interactive services using DTMF input and voice response.

F.910 (February 1995): Procedures for designing, evaluating and selecting symbols, pictograms and icons.

Recommends a methodology for the selection and evaluation of symbols etc. and gives reasonably detailed descriptions of suitable experimental procedures for evaluation studies.

4.3.3 P series Recommendations

4.3.3.1 P series Recommendations (CCITT Blue Book)

The following Recommendations are contained in Fascicle V of the Blue Book (Geneva 1988).

P.30: Transmission performance of group audio terminals

Applies to terminals designed to be used by several users e.g. in a conference room. it gives recommendations for the acoustic performance of the terminal and for the location in which it is to be fitted.

P.35: Handset telephones

Gives data on the relative positions of the human mouth and ear and some recommendations on important handset dimensions.

It deserves to be more closely followed by some stylists who do not understand that additional gain cannot compensate for poor acoustic performance.

P.76: Determination of Loudness Ratings; Fundamental principles

Describes the principles of a measurement intended to represent the effects of human speech and hearing over a standard air path. Only of value for background information.

4.3.3.2 P series Recommendations (ITU-T White series)

The following Recommendations are ITU-T "White" series Recommendations, published as dated.

P.10 (December 1998): Vocabulary of terms on telephone transmission quality and telephone sets

Contains a listing of terms and definitions particular to Study Group 12.

P.11 (March 1993): Effect of transmission impairments

Provides a brief tutorial on the effect of various impairments on the customer opinion of transmission quality.

P.311 (April 1995): Transmission characteristics of wideband handset telephones

Gives a similar range of transmission performance requirements to Recommendation P.31 but for handset telephones capable of transmitting on bandwidths typically from 150 to 7 000 Hz. An annex describes objective test methods.

P.341 (February 1998): Transmission characteristics of wideband digital handsfree telephones

Gives recommendations on the transmission performance of handsfree telephones and has an annex that deals with measurement methods.

P.370 (August 1996): Coupling hearing aids to telephone sets

Gives figures for the sensitivity and frequency characteristics of coupling coils intended to couple to hearing aids equipped with induction pick-up coils. An annex describes measurement methods.

The provision of additional receive amplification and electrical coupling are also dealt with.

P.78 (February 1996): Subjective testing method for determination of loudness ratings in accordance with recommendation P.76

Gives details of a subjective testing method that can be used to derive the loudness ratings described in P.76. Tests too complex for normal use. Only of value for background information.

P.79 (September 1999): Measurements related to speech loudness

Gives details of an algorithm for calculating loudness ratings which takes into account the various effects present in human speaking and hearing. These algorithms provide the basis for modern objective testing.

P.800 (August 1996): Methods for subjective determination of transmission quality

Gives advice on conducting a number of different subjective tests on general aspects of speech quality. Tests too complex for normal use. Only of value for background information.

P.830 (February 1996): Subjective performance assessment of telephone-band and wideband digital codecs

Defines a specific testing method for evaluating digital processes in a manner such that quantization distortion effects can be taken into account. Tests too complex for normal use. Only of value for background information.

P.84 (March 1993): Subjective listening test method for evaluating digital circuit multiplication and packetized voice systems

Describes a subjective listening test method for evaluating digital circuit multiplication and packetized voice systems which use digital speech interpolation techniques. Far too complex for normal use. Only of value for background information.

P.85 (June 1994): A method for the subjective performance assessment of the quality of speech voice output devices

Provides a method for the evaluation of the speech output of stored voice systems. Experimental design is treated and recommendations are given for the analysis and reporting of the results.

P.910 (September 1999): Subjective video quality assessment methods for multimedia applications

Describes subjective assessment methods for evaluating the on-way overall video quality for multimedia applications such as videoconferencing, storage and retrieval applications, tele-medical applications, etc.

P.911 (December 1998): Subjective audiovisual quality assessment methods for multimedia applications

Describes subjective assessment methods for evaluating the on-way overall audiovisual quality for multimedia applications such as videoconferencing, storage and retrieval applications, tele-medical applications, etc.

P.930 (August 1996): Principles of a reference impairment system for video

Describes an adjustable video reference system that can be used to generate the reference systems necessary to characterize the subjective picture quality of video produced by compressed digital video systems. Various picture degradations are described.

4.3.4 Z series Recommendations

4.3.4.1 Z series Recommendations (CCITT Blue Book)

The following Recommendations are contained in Fascicle X.7 of the Blue Book (Geneva 1988)

Z.301: Introduction to the CCITT Man-Machine Language (MML)

Describes the basis of the CCITT man-machine language. The language provides a consistent interface, is flexible adaptable and structured. It has an open ended structure so that the addition of new functions have no influence on existing ones so as to allow the introduction of new technology.

Z.323: Man-machine interaction

Describes how interactions should take place between the user and the system from a logical viewpoint. It is aimed at presentations of the man machine interface using visual display terminals and provides guidelines for the display.

It also gives guidelines for user guidance, design of menus and forms and provides examples of dialogue procedure.

4.3.4.2 Z series Recommendations (ITU-T White series)

The following Recommendations are ITU-T "White" series Recommendations, published as dated.

Z.351 (March 1993): Data oriented human-machine interface specification technique - Introduction

An introduction and glossary to the data oriented Human Machine Interface (HMI) specification technique which is intended to facilitate the specification of human to machine interfaces.

Z.352 (March 1993): Data oriented human-machine interface specification technique - Scope, approach and reference model

The scope of Z.352 is to specify the data seen at the human to machine interface of equipment and to specify the grammar for the data. The data oriented approach identifies the data passing across the interface rather than the functions to be performed.

The data oriented approach permits the partitioning of HMI specifications and software into layered specifications. The Recommendation is aimed at system management.

An annex provides guidelines for HMI developers.

History

Document history		
V1.1.1	September 2001	Publication