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Ergonomics of human-system interaction —

Part 125: Guidance on visual presentation of information

Ergonomie de l'interaction homme-système —

Partie 125: Recommandations relatives à la présentation visuelle d'informations

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Contents

Page

Foreword ... **vii**

Introduction ... **viii**

1 Scope ... **1**

2 Normative references ... **1**

3 Terms and definitions ... **1**

4 Application of ISO 9241-125 ... **7**
4.1 Accessibility ... 7
4.2 General guidance for presentation of information ... 7
4.3 Guidance on the presentation of visual information ... 7
4.4 General issues for the display of visual information ... 8
4.4.1 Legibility of characters and symbols ... 8
4.4.2 Character height ... 8
4.4.3 Scaling visually presented information ... 8

5 Visual structuring of information ... **8**
5.1 Arranging and labelling information ... 8
5.1.1 Information location ... 8
5.1.2 Required information ... 8
5.1.3 Consistent location of areas ... 8
5.1.4 Density of displayed information ... 9
5.1.5 Distinction of groups ... 9
5.1.6 Sequencing ... 10
5.1.7 Use of conventions ... 11
5.1.8 Functional grouping ... 11
5.1.9 Arrangement of groups for rapid detection and discrimination ... 11
5.1.10 Consistency with paper forms ... 11
5.1.11 Labelling user interface elements ... 11
5.1.12 Label designation ... 11
5.1.13 Grammatical construction of labels ... 11
5.1.14 Label position ... 11
5.1.15 Label position for individual check boxes or radio buttons ... 12
5.1.16 Separation of labels and associated information ... 12
5.1.17 Label format and alignment ... 12
5.1.18 Labels for units of measurement ... 12
5.1.19 Differentiating objects of identical type ... 12
5.2 Using windows to present information ... 12
5.2.1 Appropriateness of windows ... 12
5.2.2 Multiple windows ... 13
5.2.3 Selection of window format ... 13

6 Using user interface elements to organize information ... **14**
6.1 Lists ... 14
6.1.1 List structure ... 14
6.1.2 Item separation ... 14
6.1.3 Alphabetic information ... 14
6.1.4 Numeric information ... 14
6.1.5 Fixed font size ... 14
6.1.6 Item numbering ... 15
6.1.7 Indication of relative position of displayed information ... 15
6.1.8 Indication of list continuation ... 15
6.2 Tables ... 15
6.2.1 List organization in tables ... 15
6.2.2 Maintaining column and row headings ... 16
6.2.3 Spacing as a visual technique for grouping information ... 16

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6.2.4 Column spacing 16
6.3 Entry fields 16
6.3.1 Entry field format 16
6.3.2 Entry field length 17
6.4 Windows 17
6.4.1 Unique window identification 17
6.4.2 Application information 17
6.4.3 Default window parameters 17
6.4.4 Consistent window appearance within an application 17
6.4.5 Consistent window appearance within a multi-application environment 17
6.4.6 Indication of primary/secondary window relationships 18
6.4.7 Identification of window control elements 18
6.4.8 Location of window control elements 18
6.4.9 Size and location across sessions 18
6.4.10 Duplicate or split windows 18
6.4.11 Resizing windows 18
6.4.12 Resizing window panes 18
6.4.13 Predictable new window location 18
6.4.14 New windows offset 18
6.4.15 New window on top 18
6.4.16 Placement and size of new window 19
6.4.17 Placement of secondary windows 19
6.4.18 Warning for application termination 19
6.4.19 Restoring hidden windows 19
6.4.20 Identification cues for iconified window 19
6.4.21 Predictable position of an icon representing a window 19
6.4.22 Visual cue in icon for important events 19
6.4.23 Discriminable cue for application status 19
6.4.24 Discriminable cue for restored windows 20
6.4.25 Identification cues for restored window 20
6.4.26 Input cursor location 20
6.4.27 Visual cues for window with focus 20
6.4.28 Manipulation of the size of windows 20
6.4.29 Feedback provided during resize 20
6.4.30 Original size indicator during resize 20
6.4.31 Independence of resize dimensions 20
6.4.32 Scaling 21
6.4.33 Sizing effects on window contents 21
6.4.34 Scrolling and paging 21
6.4.35 Moving window contents in multiple units 21
6.4.36 Provide scrolling by smallest meaningful unit 21
6.4.37 Provide scrolling by large units 21
6.4.38 Consistent direction of scrolling 21
6.4.39 Visual cue for group membership 22

7 Graphical objects 22
7.1 Cursors and pointers 22
7.1.1 Designation of cursor and pointer position 22
7.1.2 Cursor occlusion of characters 22
7.1.3 Cursor and pointer location 22
7.1.4 Cursor “home” position 22
7.1.5 Initial position for entry fields 22
7.1.6 Point designation accuracy 22
7.1.7 Different cursors/pointers 22
7.1.8 Active cursor/pointer 23
7.1.9 Multiple cursors and pointers 23
7.2 Icons 23
7.2.1 Guidance on design and use of icons 23
7.2.2 Text alternative for icons 23

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7.2.3 Neutral icons 23
7.2.4 Cross-cultural icons 23
7.2.5 Ease of learning 24
7.2.6 Icons containing consistent cues 24
7.2.7 National or international graphics 24
7.2.8 Reuse of existing icons 24
7.2.9 User guidance for icons 24

8 Coding techniques 24
8.1 General recommendations for codes 24
8.1.1 Introduction 24
8.1.2 Meeting user expectations 25
8.1.3 Explaining codes 25
8.1.4 Distinctiveness of codes 25
8.1.5 Consistent coding 25
8.1.6 Meaningfulness 25
8.1.7 Access to meaning of code 25
8.1.8 Use of standards or conventional meaning 26
8.1.9 Rules of code construction 26
8.1.10 Codes for missing information 26
8.1.11 Partitioning long information items 26
8.2 Alphanumeric coding 26
8.2.1 Length of character strings 26
8.2.2 Alphabetic vs. numeric codes 26
8.2.3 Same meaning for upper and lower case characters 26
8.2.4 Visually similar alphanumeric characters 27
8.2.5 Length of abbreviations 27
8.2.6 Abbreviations of different length 27
8.2.7 Truncation 27
8.2.8 Deviation from the rules of code construction for abbreviations 27
8.2.9 Conventional and task related abbreviations 27
8.3 Graphical coding 27
8.3.1 Distinctive states of user-interface elements 27
8.3.2 Levels of graphical codes 27
8.3.3 Three-dimensional coding 28
8.3.4 Coding with geometric shapes 28
8.3.5 Coding with different types of lines 28
8.3.6 Line orientation 28
8.4 Colour coding 28
8.4.1 Redundant colour coding 28
8.4.2 Colour coding for people with colour deficits 28
8.4.3 Legend showing colour codes 29
8.4.4 Redundant codes displayed in legends 29
8.4.5 Different use of one colour 29
8.4.6 Limiting the number of colours 29
8.4.7 Colour assignment to categories of information 29
8.4.8 Colour coding conventions 30
8.4.9 Number of colours used 30
8.4.10 Assignments based on cultural conventions 30
8.4.11 Cross-cultural design 30
8.4.12 Colour assignments for special and temporary states 30
8.4.13 Continuous scales 30
8.4.14 Coding differences 31
8.4.15 Coding relative values 31
8.4.16 Ordered coding 31
8.4.17 Consistency of colour codes 31
8.4.18 Change of state 31
8.4.19 Additional guidance on the use of colour 31
8.5 Markers 32

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8.5.1 Special symbols for markers 32
8.5.2 Markers for multiple selection 32
8.5.3 Unique use of symbols for markers 32
8.5.4 Positioning of markers 32
8.6 Other coding techniques 33
8.6.1 Blink coding 33
8.6.2 Highlighting by blinking 33
8.6.3 Size coding 33
8.6.4 Luminance (brightness) coding 33
8.6.5 Relative Lightness Levels 33
8.6.6 Image polarity reversal 33
8.6.7 Underlining 33
8.6.8 Coding of areas using different coding techniques 34

9 Use of Colour 34
9.1 General recommendations 34
9.2 Specific guidance on using colour 34
9.2.1 Avoiding presentation of information by colour alone 34
9.2.2 Overuse of colours 34
9.2.3 Colour interpretation from memory colour 35
9.2.4 Colour limits for visual search 35
9.2.5 Use of focal colours when accurate colour identification is needed 35
9.2.6 Size of character strings, data fields, and symbols when presented with colour 35
9.2.7 Accurate colour discrimination 36
9.2.8 Events in the visual periphery 36
9.2.9 Object separation 36
9.2.10 Background colours 36
9.2.11 Foreground and background colours for text 36
9.2.12 Continuous reading 37
9.2.13 Unintended depth effects 37
9.2.14 Size and the use of blue 37
9.2.15 Blue and red on dark backgrounds 37
9.2.16 Spectrally extreme colours 37
9.2.17 Improved colour identification 38
9.2.18 Contrast 38
9.2.19 Contrast enhancement 38
9.2.20 Realistic colours 39
9.2.21 Drawing attention 39
9.2.22 Restricted use of warning colours 39

Bibliography 40

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human–system interaction*.

This first edition of ISO 9241-125, together with ISO 9241-112, cancels and replaces ISO 9241-12:1998, which has been technically revised with the following changes:

— specific guidance relating to the presentation of visual information has been updated and extended (recommendations for presentation of information in other modalities will be addressed in future parts of ISO 9241);

— the characteristics of presented information have been elaborated with respect to ISO 9241-112;

— textual descriptions of the figures (alt text) have been added to enhance accessibility for sight-impaired users (in PDF, these are “pop-ups” which appear when the cursor is passed over the figure).

A list of all parts in the ISO 9241 series can be found on the ISO website.

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Introduction

ISO 9241 is a multi-part International Standard that deals with both the hardware and software ergonomic aspects of human-system interaction.

ISO 9241-125 is intended for use by the following types of users:

a) the user interface designer, who will apply it during the development process.

b) the buyer, who will reference it during the product procurement process, and whose end users will gain from the potential benefits it provides.

c) project managers who are responsible for managing development processes.

d) designers of user interface development tools to be used by interface designers.

e) writers of software industry user-interface guidelines to be used by interface designers, e.g. “interface style guides”.

Guidance relating to presenting information provided in International Standards is intended to be applied to user-interface guidelines published by industry sources.

The ultimate beneficiary of this document will be the end user of the presented information. Although it is unlikely that the end user will read the standard or even know of its existence, its application by designers, buyers, and evaluators should provide user interfaces that are more usable, consistent and that enable greater productivity.

This document consists of general recommendations and conditional recommendations concerning presentation of information. General recommendations apply to most users, tasks, environments, and technology. In contrast, conditional recommendations are recommendations that apply only within the specific context for which they are relevant (e.g. particular kinds of users, tasks, environments, technology). Conditional recommendations have an “if-then” structure. The recommendations were developed primarily by reviewing the existing relevant literature and empirical evidence, then generalizing and formulating this work into recommendations for use by the interface designer and/or evaluator.

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