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## **Ergonomics of human-system interaction —**

### **Part 920: Guidance on tactile and haptic interactions**

*Ergonomie de l'interaction homme-système —*

*Partie 920: Lignes directrices relatives aux interactions tactiles et  
haptiques*



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## Contents

Page

Foreword .....	v
Introduction.....	vii
1 Scope .....	1
2 Applying ISO 9241-920 .....	1
2.1 Recommendations .....	1
2.2 Evaluation of products.....	1
3 Tactile/haptic inputs, outputs, and/or combinations .....	2
3.1 General guidance on tactile/haptic inputs, outputs and/or combinations .....	2
3.1.1 Optimizing performance .....	2
3.1.2 Providing accessible information on tactile/haptic elements.....	2
3.1.3 Providing contextual information .....	2
3.1.4 Using consistent labels .....	2
3.1.5 Identifying system state.....	3
3.1.6 Minimizing fatigue .....	3
3.1.7 Providing alternative input methods .....	3
3.1.8 Maintaining coherence between modalities .....	3
3.1.9 Combining modalities .....	4
3.1.10 Presenting realistic experiences .....	4
3.1.11 Isolation of individual interface elements.....	4
3.2 Intentional individualization .....	5
3.2.1 Enabling users to change modalities .....	5
3.2.2 Enabling force feedback override.....	5
3.2.3 Enabling users to individualise tactile parameters .....	5
3.3 Unintentional user perceptions .....	5
3.3.1 Limiting acoustic output of tactile/haptic display.....	5
3.3.2 Limiting heat gain of contact surface.....	5
3.3.3 Avoiding sensory adaptation .....	6
3.3.4 Recovering from sensory adaptation .....	6
3.3.5 Avoiding unintended perceptual illusions.....	6
3.3.6 Preventing temporal masking .....	6
4 Attributes of tactile and haptic encoding of information .....	6
4.1 High level guidance on tactile/haptic encoding of information.....	6
4.1.1 Using familiar tactile/haptic patterns .....	6
4.1.2 Making tactile/haptic encoding obvious .....	6
4.1.3 Conformity to user expectations .....	7
4.1.4 Using sensory substitution .....	7
4.1.5 Using appropriate spatial addressability and resolution .....	7
4.1.6 Using tactile apparent location .....	7
4.1.7 Using distal body parts for high spatial resolution .....	7
4.1.8 Using higher addressability for trained users.....	7
4.1.9 Using tactile apparent motion.....	7
4.1.10 Preventing spatial masking .....	8
4.2 Guidance on specific tactile/haptic attributes for encoding information.....	8
4.2.1 Selecting dimensions for encoding information.....	8
4.2.2 Discriminating between attribute values .....	9
4.2.3 Limiting the number of attribute values .....	9
4.2.4 Combining properties .....	9
4.2.5 Limiting complexity.....	9
4.2.6 Encoding by object shape .....	9
4.2.7 Encoding information by temporal pattern.....	9

This is a preview of "ISO 9241-920:2009". [Click here to purchase the full version from the ANSI store.](#)

4.2.8	Encoding information using vibration amplitude.....	9
4.2.9	Encoding information by vibration frequency.....	10
4.2.10	Encoding by location .....	10
4.2.11	Encoding by temperature .....	10
4.2.12	Encoding by thermal conductivity.....	10
4.2.13	Identifying information values.....	10
5	Content-specific encoding.....	11
5.1	Encoding and text data .....	11
5.2	Encoding and using graphical data .....	11
5.2.1	Displaying tactile/haptic graphics.....	11
5.2.2	Using grids on tactile graphs .....	11
5.2.3	Using landmarks in tactile maps.....	11
5.2.4	Providing scales for tactile maps.....	11
5.3	Encoding and using controls .....	12
5.3.1	Using tactile/haptic controls.....	12
5.3.2	Using size and spacing of controls to avoid accidental activation.....	12
5.3.3	Avoiding difficult control actions.....	12
5.3.4	Using force to avoid accidental activation.....	12
5.3.5	Interacting with controls .....	12
6	Design of tactile/haptic objects and space .....	13
6.1	Tactile/haptic display spaces .....	13
6.1.1	Ease of perceiving multiple tactile/haptic objects .....	13
6.1.2	Ease of identifying adjacent tactile/haptic objects .....	13
6.1.3	Maintaining separation between surfaces of objects .....	13
6.1.4	Separating tactile/haptic elements.....	14
6.1.5	Avoiding empty spaces.....	14
6.1.6	Avoiding volume limits .....	14
6.1.7	Avoiding falling out of the tactile/haptic space .....	14
6.2	Objects.....	14
6.2.1	Using appropriate object size.....	14
6.2.2	Creating discriminable tactile/haptic symbols .....	14
6.2.3	Creating tactile/haptic symbols from visual symbols.....	15
6.2.4	Tactile/haptic object angles .....	15
6.2.5	Tactile/haptic object corners .....	15
7	Interaction.....	15
7.1	Navigating tactile/haptic space .....	15
7.1.1	Providing navigation information .....	15
7.1.2	Supporting path planning .....	15
7.1.3	Providing well-designed paths.....	15
7.1.4	Making landmarks easy to identify and recognise.....	15
7.1.5	Providing appropriate navigation techniques .....	15
7.1.6	Providing navigational aids .....	16
7.1.7	Understanding the tactile/haptic space.....	16
7.1.8	Supporting exploratory strategies (procedures).....	16
7.2	Reconfiguration .....	16
7.2.1	Reconfiguring the tactile/haptic space.....	16
7.3	Interaction techniques .....	17
7.3.1	Implementing interaction techniques.....	17
7.3.2	Avoiding unintended oscillation .....	17
Annex A (informative)	Overview of the ISO 9241 series.....	18
Bibliography	.....	22

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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.

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

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

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.

ISO 9241-920 was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*.

ISO 9241 consists of the following parts, under the general title *Ergonomic requirements for office work with visual display terminals (VDTs)*:

- *Part 1: General introduction*
- *Part 2: Guidance on task requirements*
- *Part 4: Keyboard requirements*
- *Part 5: Workstation layout and postural requirements*
- *Part 6: Guidance on the work environment*
- *Part 9: Requirements for non-keyboard input devices*
- *Part 11: Guidance on usability*
- *Part 12: Presentation of information*
- *Part 13: User guidance*
- *Part 14: Menu dialogues*
- *Part 15: Command dialogues*
- *Part 16: Direct manipulation dialogues*
- *Part 17: Form filling dialogues*

ISO 9241 also consists of the following parts, under the general title *Ergonomics of human-system interaction*:

- *Part 20: Accessibility guidelines for information/communication technology (ICT) equipment and services*
- *Part 110: Dialogue principles*
- *Part 151: Guidance on World Wide Web user interfaces*

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- *Part 171: Guidance on software accessibility*
- *Part 210: Human-centred design for interactive systems*
- *Part 300: Introduction to electronic visual display requirements*
- *Part 302: Terminology for electronic visual displays*
- *Part 303: Requirements for electronic visual displays*
- *Part 304: User performance test methods for electronic visual displays*
- *Part 305: Optical laboratory test methods for electronic visual displays*
- *Part 306: Field assessment methods for electronic visual displays*
- *Part 307: Analysis and compliance test methods for electronic visual displays*
- *Part 308: Surface-conduction electron-emitter displays (SED) [Technical Report]*
- *Part 309: Organic light-emitting diode (OLED) displays [Technical Report]*
- *Part 400: Principles and requirements for physical input devices*
- *Part 410: Design criteria for products for physical input devices*
- *Part 920: Guidance on tactile and haptic interactions*

The following parts are under preparation:

- *Part 100: Introduction to standards related to software ergonomics*
- *Part 129: Guidance on software individualization*
- *Part 420: Selection procedures for physical input devices*
- *Part 910: Framework for tactile and haptic interaction*

Forms-based dialogues and design guidance for interactive voice response (IVR) applications are to form the subjects of future parts 143 and 154.

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## Introduction

Tactile and haptic interactions are becoming increasingly important as candidate interaction modalities in computer systems such as special-purpose computing environments (e.g. simulation) and in assistive technologies. While considerable research exists, a lack of ergonomic standards in this area could result in systems being developed without sufficient concern for either ergonomics or interoperability, leading to serious ergonomic difficulties for users of multiple, incompatible or conflicting tactile/haptic devices/applications. This part of ISO 9241 provides ergonomics recommendations for tactile and haptic hardware and software interactions, including guidance related to the design and evaluation of hardware, software, and combinations of hardware and software interactions. The guidelines are not technology-dependent and will also be applicable to future technologies.