



BSI Standards Publication

Ergonomics of human-system interaction

Part 126: Guidance on the presentation of auditory information

National foreword

This Published Document is the UK implementation of CEN ISO/TS 9241-126:2022. It is identical to ISO/TS 9241-126:2019. It supersedes PD ISO/TS 9241-126:2019, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee PH/9, Applied ergonomics.

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English Version

**Ergonomics of human-system interaction - Part 126:
Guidance on the presentation of auditory information
(ISO/TS 9241-126:2019)**

Ergonomie de l'interaction homme-système - Partie
126: Recommandations relatives à la présentation
d'informations auditives (ISO/TS 9241-126:2019)

Ergonomie der Mensch-System-Interaktion - Teil 126:
Empfehlungen zur auditiven Informationsdarstellung
(ISO/TS 9241 126:2019)

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European foreword

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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.

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Introduction

Interactive systems have used auditory information as primary sources and, more commonly, to enhance interactions in primarily visual systems since about the time the digital computer was invented. Even before that, one can consider telephone conversations to be a type of interactive system where information is presented aurally. The way participants in a telephone conversation present information to one another is largely based on learned and subconscious conventions. In the digital realm, sound has been used in increasingly symbolic ways, straying out of necessity from the realistic representations of objects and actions in the physical world.

Unlike visual displays, the information conveyed through sound is typically sparse, and it seems more difficult to intuitively understand what makes a sound scheme usable, whether in its design or its presentation. Since the main communication medium of modern interactive software is the visual display, it is not surprising that a need was first identified for guidelines relating to presentation of visual information. However, designers developing for both visual and auditory information would benefit from guidelines rooted in scientific discovery, that lead to clear and usable communication of information, while not inhibiting the creative process.

This document focuses on guidelines for presentation of information in the auditory modality.

The success of this document will depend on its positive impact on usability of future systems presenting auditory information using these guidelines. However, this document is not necessarily designed to be used by the direct beneficiaries of this desired usability increase. Instead, it serves the following types of users:

- a) the user interface designer, who will apply these guidelines during the development process;
- b) the buyer, who will reference this document during the product procurement process, and whose end users will gain from the potential benefits provided by the guidelines;
- c) those responsible for ensuring products meet the recommendations in this document;
- d) designers of auditory interface development tools to be used by auditory interface designers;
- e) writers of software industry standard guides to be used by auditory interface designers.

