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**Accessible design – Spoken  
instructions for consumer products**

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## Foreword

This Japanese Industrial Standard has been established by the Minister of Economy, Trade and Industry, through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law.

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# Accessible design—Spoken instructions for consumer products

## Introduction

In recent years, consumer products such as home appliances, telecommunication appliances, gas-fired appliances, toys, sanitary facility equipment, health appliances, and cameras have increasingly been equipped with spoken instruction functions. It is essential that such spoken instructions be designed so that they can be easily heard and properly understood by as many users as possible including elderly persons with age-related hearing impairment. Spoken instructions are indispensable to people who have difficulty in using visual information when operating consumer products.

This Standard is designed to enhance accessibility of consumer products by providing design guidelines regarding spoken instructions for consumer products that address various needs that differ among users. However, this Standard does not require consumer products to be operable solely with spoken instructions.

In drafting of this Standard, reference has been made to the general guides of accessible design, **JIS Z 8071** and **ISO/TR 22411**.

No corresponding International Standard has been established at this point.

## 1 Scope

This Standard provides requirements for spoken instructions used as a measure to guide users, with or without visual or hearing impairment, in operating consumer products (hereafter referred to as products) or to inform them of the current status of products. The requirements contained in this Standard should be applied to products in consideration of and in line with their type and use condition (e.g. use in public place).

Spoken instructions covered by this Standard are generated either by recording and editing human voice, or creating synthetic voice from text. This Standard is not applicable to spoken instructions or broadcasting subject to stipulation of laws and regulations, such as an evacuation instruction in fire alarms, or those provided in equipment limited for special purposes, such as equipment for facilities, or equipment for commercial or professional purposes.

This Standard covers auditory signals used in conjunction with spoken instructions.

NOTE For general requirements for auditory signals, refer to **JIS S 0013**.

## 2 Normative reference

The following standard contains provisions which, through reference in this text, constitute provisions of this Standard. The most recent edition of the standard (including amendments) indicated below shall be applied.

JIS Z 8106 *International electrotechnical vocabulary Chapter 801: Acoustics and electroacoustics*