TSG-SA Working Group 1 (Services) meeting #3
Hampton Court, London, 10^{th-}12th May 1999

TSGS1#3(99)259
Agenda:6.9.5

TSG-T3 (USIM) meeting #4
Tokyo 19th - 21st April, 1999

Tdoc T3-99122

Source:	**TSG-T3**
To:	**TSG-SA1**
CC:	**ETSI Technical Committee Human Factors (HF)**

Title: **LS on Need for special field on the 3GPP-UICC regarding human factors**

TSG-T3 (USIM) has received a statement from the ETSI Technical Committee Human Factors (HF) (attached to this document) regarding services for persons with special needs. TSG-T3 would like to ask TSG-SA1 if there are any service requirements regarding this area. TSG-T3 would also like to inform TSG-SA1 that, if needed, it is possible to specify particular field/s for this kind of services on the UICC.

ETSI HF#20
Sophia Antipolis
15-19 March 1999

To: 3GPP TSG-T, T2, T3, TSG-SA, EP UMTS, SMG

Source: **ETSI Technical Committee Human Factors (HF)**
http://www.etsi.org/hf/
http://www.etsi.org/hf/status.htm

Title: **Liaison statement on co-operation between ETSI TC HF and 3GPP**

Date: **19th March 1999**

At its 20th meeting TC HF discussed the current situation of UMTS standardization. TC HF would like to congratulate 3GPP upon its successful foundation. TC HF has for many years been working in the area of MMI in order to improve the usability of telecommunications equipment for all users and in particular for people with special needs. With the advent of 3rd generation mobile systems i.e. UMTS increased capability of the MMI due to advanced technology will be possible. Enhanced functionality of the MMI will greatly help for example, disabled people in using 3rd generation systems. For example speech calls to hearing impaired users could be automatically translated into text and vice versa. Signalling to users could be dependent on the users needs which could be programmed into the terminal, i.e. acoustic for visually impaired, vibratory or luminance for hearing impaired etc.

The attention of TC HF has been drawn to the two work items dealing with areas of Human Factors within 3GPP:

- T2 basic MMI
- T3 USIM

TC HF has published several documents, which may be relevant to the above topics and attaches a list of them to this liaison. TC HF would be happy to collaborate with the TSG Terminal groups mentioned above and would appreciate any information concerning ongoing work. TC HF offers its considerable experience in the area of HF standards for people with special needs to 3GPP and would be pleased to provide any help if needed.

TC HF looks forward to fruitful co-operation with 3GPP and also with EP UMTS and SMG.

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ETSI TC HF – List of published documents

Doc. Nb. EG 201 013 Ver. 1.1.1
Ref. DEG/HF-01035
Human Factors (HF);
Definitions, abbreviations and symbols

Doc. Nb. EG 201 024 Ver. 1.1.1
Ref. DEG/HF-01030
Human Factors (HF);
User interface design principles for the Telecommunications Management Network (TMN) applicable to the "G" Interface

Doc. Nb. EG 201 103 Ver. 1.1.1
Ref. DEG/HF-01037
Human Factors (HF);
Human factors issues in Multimedia Information Retrieval Services (MIRS)

Doc. Nb. EG 201 379 Ver. 1.1.1
Ref. DEG/HF-01027
Human Factors (HF);
Framework for the development, evaluation and selection of graphical symbols

Doc. Nb. EN 301 104 Ver. 1.1.1
Ref. REN/HF-00009
Human Factors (HF);
Human factors requirements for a European Telephony Numbering Space (ETNS)

Doc. Nb. ES 201 104 Ver. 1.1.1
Ref. DES/HF-01044
Human Factors (HF);
Human factors requirements for a European Telephony Numbering Space   (ETNS)

Doc. Nb. ES 201 125 Ver. 1.1.1
Ref. DES/HF-01040
Human Factors (HF);
Universal Personal Telecommunications (UPT);
Specification of the minimum Man-Machine Interface (MMI) for Phase 1 UPT

Doc. Nb. ES 201 275 Ver. 1.1.1
Ref. DES/HF-01018
Human Factors (HF);
User control procedures in basic call, point-to-point connections, for Integrated Services Digital Network (ISDN) videotelephony

Doc. Nb. ES 201 381 Ver. 1.1.1
Human Factors (HF);
Telecommunications keypads and keyboards;
Tactile identifiers

Doc. Nb. ES 201 382 Ver. 1.1.1
Ref. DES/HF-00008
Human Factors (HF);
Procedure for registering a supplementary service code

Doc. Nb. ETR 029 Edition 1
Ref. DTR/HF-02002
Human Factors (HF);
Access to telecommunications for people with special needs Recommendations for improving and adapting telecommunication terminals and services for people with impairments

Doc. Nb. ETR 039 Edition 1
Ref. DTR/HF-00001
Human Factors (HF);
Human Factors standards for telecommunications applications

Doc. Nb. ETR 051 Edition 1
Ref. DTR/HF-03002
Human Factors (HF);
Usability checklist for telephones Basic requirements

Doc. Nb. ETR 068 Edition 1
Ref. DTR/HF-02006
Human Factors (HF);
European standardization situation of telecommunications facilities for people with special needs

Doc. Nb. ETR 070 Edition 1
Ref. DTR/HF-01010-B
Human Factors (HF);
The Multiple Index Approach (MIA) for the evaluation of pictograms

Doc. Nb. ETR 095 Edition 1
Ref. DTR/HF-03001
Human Factors (HF);
Guide for usability evaluations of telecommunications systems and services

Doc. Nb. ETR 096 Edition 1
Ref. DTR/HF-01002
Human Factors (HF);
Phone Based Interfaces (PBI); Human factors guidelines for the design of minimum phone based user interface to computer services

Doc. Nb. ETR 113 Edition 1
Ref. DTR/HF-01010-C
Human Factors (HF);
Results of an evaluation study of pictograms for point-to-point videotelephony

Doc. Nb. ETR 116 Edition 1
Ref. DTR/HF-00002
Human Factors (HF);
Human factors guidelines for ISDN Terminal equipment design

Doc. Nb. ETR 147 Edition 1
Ref. DTR/HF-03003
Human Factors (HF);
Usability checklist for Integrated Services Digital Network (ISDN) telephone terminal equipment
Doc. Nb. ETR 160 Edition 1
Ref. DTR/HF-01016
Human Factors (HF);
Human Factors aspects of multimedia telecommunications

Doc. Nb. ETR 165 Edition 1
Ref. DTR/HF-02010
Human Factors (HF);
Recommendation for a tactile identifier on machine readable cards for telecommunication terminals

Doc. Nb. ETR 166 Edition 1
Ref. DTR/HF-02008
Human Factors (HF);
Evaluation of telephones for people with special needs; An evaluation method

Doc. Nb. ETR 167 Edition 1
Ref. DTR/HF-01015
Human Factors (HF);
User instructions for public telecommunications services; Design guidelines

Doc. Nb. ETR 170 Edition 1
Ref. DTR/HF-01021
Human Factors (HF);
Generic user control procedures for telecommunication terminals and services

Doc. Nb. ETR 175 Edition 1
Ref. DTR/HF-01008
Human Factors (HF);
User procedures for multipoint videotelephony

Doc. Nb. ETR 187 Edition 1
Ref. DTR/HF-01032
Human Factors (HF);
Recommendation of characteristics of telephone services tones when locally generated in telephony terminals

Doc. Nb. ETR 198 Edition 1
Ref. DTR/HF-01022
Human Factors (HF);
User trials of user control procedures for Integrated Services Digital Network (ISDN) videotelephony

Doc. Nb. ETR 208 Edition 1
Ref. DTR/HF-01012
Human Factors (HF);
HF aspects of Universal Personal Telecommunications (UPT);
User requirements

Doc. Nb. ETR 261-1 Edition 1
Ref. DTR/HF-01028-01
Human Factors (HF);
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

Doc. Nb. ETR 261-2 Edition 1
Ref. DTR/HF-01028-02
Human Factors (HF);
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

Doc. Nb. ETR 261-3 Edition 1
Ref. DTR/HF-01028-03
Human Factors (HF);
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

Doc. Nb. ETR 261-4 Edition 1
Ref. DTR/HF-01028-04
Human Factors (HF);
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

Doc. Nb. ETR 261-5 Edition 1
Ref. DTR/HF-01028-05
Human Factors (HF);
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

Doc. Nb. ETR 261-6 Edition 1
Ref. DTR/HF-01028-06
Human Factors (HF);
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

Doc. Nb. ETR 261-7 Edition 1
Ref. DTR/HF-01028-07
Human Factors (HF);
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

Doc. Nb. ETR 297 Edition 1
Ref. DTR/HF-01006B
Human Factors (HF);
Human Factors in Videotelephony

Doc. Nb. ETR 329 Edition 1
Ref. DTR/HF-01029
Human Factors (HF);
Guidelines for procedures and announcements in Stored Voice Services (SVS) and Universal Personal Telecommunication (UPT)

Doc. Nb. ETR 333 Edition 1
Ref. DTR/HF-02015
Human Factors (HF);
Text Telephony;
Basic user requirements and recommendations

Doc. Nb. ETR 333 Edition 2
Ref. RTR/HF-00010

Human Factors (HF);
Text Telephony;
Basic user requirements and recommendations

Doc. Nb. ETR 334 Edition 1
Ref. DTR/HF-02003
Human Factors (HF);
The implications of human ageing for the design of telephone terminals

Doc. Nb. ETR 345 Edition 1
Ref. DTR/HF-02009
Human Factors (HF);
Characteristics of telephone keypads and keyboards;
Requirements of elderly and disabled people

Doc. Nb. ETS 300 375 Edition 1
Ref. DE/HF-01010-A
Human Factors (HF);
Pictograms for point-to-point videotelephony

Doc. Nb. ETS 300 640 Edition 1
Ref. DE/HF-01031
Human Factors (HF);
Assignment of alphabetic letters to digits on standard telephone keypad arrays

Doc. Nb. ETS 300 738 Edition 1
Ref. DE/HF-01017
Human Factors (HF);
Minimum Man-Machine Interface (MMI) to public network based supplementary services

Doc. Nb. ETS 300 767 Edition 1
Ref. DE/HF-02011
Human Factors (HF);
Telephone Prepayment Cards;
Tactile Identifier

Deliverable Type: MI
Ref. MI/HF-02014
Human Factors (HF);
Standardization Co-operation Workshop; People with special needs

Deliverable Type: MI
Ref. MI/HF-01036
Human Factors (HF);
Human factors requirements for Multipoint Control Units (MCUs)

Doc. Nb. TCRTR 023 Edition 1
Ref. DTR/HF-01024
Human Factors (HF);
Assignments of alphabetic letters to digits on push button dialling keypads

Doc. Nb. TCTR 001 Edition 1
Ref. DTR/HF-01003BIS
Human Factors (HF);
Generic handsfree procedures

Doc. Nb. TCTR 002-1 Edition 2
Ref. RTR/HF-01015bis
Human Factors (HF);
Human factors in Videotelephony;
Part 1

Doc. Nb. TCTR 002-1 Edition 1
Ref. DTR/HF-01006A
Human Factors (HF);
Human factors in Videotelephony;
Part 1

Doc. Nb. TCTR 003 Edition 1
Ref. DTR/HF-01011
Human Factors (HF);
Human factors aspects of pan-European numbering

Doc. Nb. TCTR 004 Edition 2
Ref. DTR/HF-01014A2
Human Factors (HF);
Harmonisation of code schemes as minimum Man Machine Interface for Telecommunication
Terminals

Doc. Nb. TCTR 004 Edition 1
Ref. DTR/HF-01014A
Human Factors (HF);
Harmonisation of code schemes as minimum Man Machine Interface for Telecommunication
Terminals

Doc. Nb. TCTR 005 Edition 1
Ref. DTR/HF-01020
Human Factors (HF);
Study of Integrated Services Digital Network (ISDN) videotelephony for conference interpreters

Doc. Nb. TCTR 006 Edition 1
Ref. DTR/HF-01033
Human Factors (HF);
Satellite Personal Communication Network (S-PCN);
Statement of user aspects for a S-PCN service

Doc. Nb. TCTR 007 Edition 1
Ref. DTR/HF-01025
Human Factors (HF);
User requirements of enhanced terminals for public use

Doc. Nb. TR 101 041-1 Ver. 1.1.1
Ref. DTR/HF-01026-1
Human Factors (HF);
European harmonization of network generated tones;
Part 1: A review and recommendations

Doc. Nb. TR 101 041-2 Ver. 1.1.1
Ref. DTR/HF-01026-2
Human Factors (HF);
European harmonization of network generated tones;
Part 2: Listing and analysis of European, World and Standardized tones

Doc. Nb. TR 101 056 Ver. 1.1.1
Ref. DTR/HF-01039
Human Factors (HF);
European Numbering Task Force (ENTF);
Human Factors aspects of the European Telephony Numbering Space (ETNS)

Doc. Nb. TR 102 083 Ver. 1.1.1
Ref. DTR/HF-00007
Human Factors (HF);
Supplementary service codes for use in public network services