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**Guidelines for older persons and
persons with disabilities—
Information and communications
equipment, software and services—
Part 4: Telecommunications
equipment**

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Foreword

This Japanese Industrial Standard has been revised by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee as the result of proposal for revision of Japanese Industrial Standard submitted by Information Access Council (ICAC)/Japanese Standards Association (JSA) with the draft being attached, based on the provision of Article 12 Clause 1 of the Industrial Standardization Law applicable to the case of revision by the provision of Article 14.

Consequently **JIS X 8341-4:2012** is replaced with this Standard.

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JIS X 8341 series consists of the following 7 parts under the general title *Guidelines for older persons and persons with disabilities—Information and communications equipment, software and services*:

Part 1: Common Guidelines

Part 2: Personal computer hardware

Part 3: Web content

Part 4: Telecommunications equipment

Part 5: Office equipment

Part 6: Guidance on software accessibility

Part 7: Accessibility settings

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Guidelines for older persons and persons with disabilities—Information and communications equipment, software and services—

Part 4: Telecommunications equipment

Introduction

This Japanese Industrial Standard was established in 2005 and has gone through two revisions including this one. The last revision was made in 2012 in answer to establishment of **ITU-T F.790** (2007, 1st edition), and this revision has been initiated to bring the guidelines in this Standard up-to-date with advances in technologies as well as to ensure conformance to a new law that has been put into effect to address the needs of persons with disabilities.

No corresponding International Standard has been established at this point.

This Japanese Industrial Standard has been prepared based on **ITU-T F.790:2007** with some modifications of the technical contents.

One aspect of remarkable development in information and communications technologies like mobile communication and internet is that it has increased accessibility to telecommunications equipment and services. For instance, pay phones, which used to be the dominant means of communication away from home, were largely inconvenient for persons with disabilities: they were difficult to locate for visually impaired users, and challenging to use for wheelchair users with disabilities in lower limbs because of their difficulty in reaching for the phone or opening the door to the booth, and were hardly usable for persons with hearing and speech impairment who were not capable of any communication using voice, making communication away from home virtually impossible for these persons. Thanks to the spread of mobile phones and associated e-mail function (including text messages), however, these persons have been given accessibility to communication away from home and increased freedom in their activities.

While advancement in information and communication technology is beneficial in this way to older persons and persons with disabilities, the multifunctionality, complexity and reduced size of recent telecommunications devices can also present new barriers to these persons, creating the need to incorporate accessibility considerations in the planning, development, design, maintenance and operation of such devices. For example, the recent development of touch panels employed on smartphones or other devices has been recognized with the need to consider accessibility to visually impaired persons.

This Standard provides possible considerations that can be incorporated in the equipment design to ensure and increase accessibility of telecommunications equipment so that they can be easily used by older persons and persons with permanent or temporary disabilities to gain access to various telecommunications services. Among other telecommunications devices, this Standard focuses on those used at home or workplace, or carried with the users for use outside home.