

EN 301 549 Kiosk Compliance Checklist

Interactive Voice + Multilingual Deployments

(Aligned to European Accessibility Act ICT Requirements)

1 Scope Determination (First Gate)

Is the kiosk in an EAA-covered sector?

- Banking / ATMs
- Transport ticketing
- E-commerce
- Telecom
- Healthcare digital services
- Public service terminals

Is voice interaction used as:

- Primary input?
- Secondary convenience input?
- Audio-only guidance?
- Conversational AI agent?

If YES → Full EN 301 549 review required.

2 Speech Input Compliance (Clause 5.5 – Access Without Speech)

If the kiosk uses speech recognition:

- All functions operable without speech
- Touch alternative available for all commands
- Physical keyboard alternative (where appropriate)

- No time-based penalties for non-speech users
- Users with speech impairments can complete full workflow

 **Red Flag:** Voice-only ordering or check-in.

3 Speech Output Compliance (Clauses 5.2 / 5.6)

If the kiosk uses spoken prompts:

- All spoken information available visually
- Volume adjustable by user
- Audio not auto-playing at disruptive levels
- Headphone jack provided (for privacy-sensitive environments)
- Captions displayed for all voice prompts
- Audio instructions duplicated in readable text

 **Red Flag:** Audio confirmations with no visual equivalent.

4 Functional Performance Statements (Disability Categories)

System must allow operation by users with:

- No vision (screen reader support if applicable)
 - Limited vision (contrast, scaling, glare control)
 - No hearing (visual equivalents of audio)
 - Limited hearing (volume, clarity controls)
 - No speech (non-voice alternatives)
 - Limited motor control (large targets, dwell, assistive devices)
 - Cognitive limitations (clear instructions, simple flows)
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5 Multilingual Accessibility Compliance

If more than one language is supported:

- Language selection clearly visible and accessible
- Language change programmatically defined (WCAG 3.1.x)
- All text translated – including error messages
- Voice prompts match selected language
- Captions match selected language
- Screen readers correctly switch language
- AI conversational responses localized accurately
- Error recovery instructions understandable in each language

 **Red Flag:** Translated UI but untranslated voice prompts.

6 Conversational AI-Specific Review

If using AI voice agents:

- AI does not require uninterrupted speech
- User can interrupt or correct system
- Clear fallback path to touch interface
- AI misunderstandings do not block completion
- Timeout periods reasonable
- Confirmation steps visible on screen

Additional emerging best practice (not yet mandated but risk-relevant):

- Accent tolerance testing
 - Testing with speech impairments
 - Testing in noisy environments
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7 Hardware-Level Requirements

- Microphone placement accessible
 - Ambient noise mitigation considered
 - Audio privacy controls available
 - Screen glare minimized
 - Touch targets minimum 24px equivalent
 - Reach ranges compliant (if physical kiosk terminal)
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8 Testing & Documentation

- Accessibility conformance statement created
 - EN 301 549 version documented
 - WCAG mapping documented
 - Multilingual flows tested per language
 - Speech input tested with assistive tech users
 - Logs retained for compliance review
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Healthcare-Specific Addendum

If kiosk used for patient intake:

- HIPAA/GDPR audio privacy considered
 - Alternative workflow available for cognitive impairment
 - Caregiver-assisted path available
 - Sensitive information not spoken publicly
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Top 5 Enterprise Risk Triggers

1. Voice-only ordering or check-in

2. Audio-only confirmation flows
 3. Language toggle that breaks accessibility
 4. AI that times out slower users
 5. No documented accessibility testing
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