

# Westpac Get Paid EFTPOS Accessibility Mode – Video Transcript



This document is a transcript of the Get Paid EFTPOS how to use Accessibility Mode video.

**Voiceover:** Imagine you've just finished a delicious meal in a cafe and you're vision impaired. You've asked for the bill. The waiter brings over an EFTPOS terminal with a flat screen.

**Waiter:** How was everything?

**Customer:** Delicious.

**Waiter:** Paying by card?

**Customer:** Yes.

**Voiceover:** The waiter types in the purchase amount on the screen and selects Purchase.

The terminal will play an accessibility chime periodically at the Present Card screen, so you know the terminal has the accessibility features available. There's also a yellow eye icon on screen.

**Customer:** I'm going to use Accessibility mode.

**Waiter:** Would you like me to activate it for you?

**Customer:** It's okay. I know how to do it.

**Voiceover:** You or the merchant can now activate Accessibility mode in two ways.

## **Step 1. How to turn on Accessibility Mode.**

### **Option 1. Double tap the screen.**

Double tap with one finger anywhere on the Present Card screen.

### **Option 2. Use the power button.**

Press and hold down the power button on the left- hand side of the terminal. Position may vary by terminal. The power button doubles as the Accessibility button.

Once Accessibility mode is activated, your purchase total and the prompt to present the card will be vocalised.

If you want to change the volume of the voice prompts, use the volume buttons on the terminal. Or you can connect your headphones to the headphone jack.

The terminal will prompt you to tap, insert or swipe your card or digital card using a smartphone or watch.

## **Step 2. Select your account.**

If you swipe or insert your card, you'll be prompted to swipe to select your account. Each account option is vocalised.

When you hear the correct option, you can either double tap the screen or press the power button to select.

### **Step 3. Entering your PIN.**

You may be prompted to enter your PIN.

The PIN entry keypad will fill the whole screen. The screen itself is blank to help keep your PIN private.

The numbers on the screen are laid out in a similar way to a smartphone. To help you navigate the keypad, tactile markers are positioned around the edge of the screen. These tactile markers feel like small bumps.

There are three of these tactile markers across the top and bottom, and four of them running down each side of the EFTPOS terminal screen.

The tactile markers across the top of the screen mark the position of the three keypad columns. The four markers on the left and right sides of the screen let you know where the keypad rows are.

- Moving across from the first marker on the edge of the screen going left to right are the numbers one, two and three. Evenly spaced.
- From the second marker on the side of the screen working left to right, you will find the numbers four, five and six.
- From the third marker on the side of the screen working left to right, you will find the numbers seven, eight and nine.
- From the fourth marker on the side of the screen working left to right, you will find the cancel button, the number zero, and OK.
- To select a number, double tap the terminal screen, or press the power button.

The audio helper can also help you find each number to type your PIN. As you drag your finger across the screen and pass over each number, the terminal will beep.

- Starting at the top corner of the keypad, drag your finger across it. Count the number of beeps you hear. There is one beep for each number your finger passes over, to help you work out which number your finger is on, on the keypad.
- To select that number, double tap the terminal screen or press the power button.
- To find number five for example, you would start in the top left corner of the screen. Drag your finger down for two beeps, meaning two rows. Then two beeps to the right, and you should be on number five. Double tap to select that number. Alternatively, you could follow the tactile bumps on the side. Go two down and then go two beeps across, and double tap.
- You repeat this process for each number of your PIN. The terminal will announce where you are in the sequence of your PIN entry.

Your actual PIN number will not be announced and is not visible on the terminal.

Once you have entered your PIN, locate OK at the bottom right corner of the screen and double tap to enter.

Once the payment has been processed, the terminal will let you know verbally and display on screen whether the payment has been approved or declined.

If the payment is declined or you enter an incorrect PIN, you can enter it again by repeating these steps, you have up to three attempts.

#### **Step 4. Finalising your payment.**

A voice prompt will let you know the payment has been completed and to remove your card if it is still inserted in the terminal.

#### **Step 5. Select your preferred receipt option.**

Email or printed receipt.

**Waiter:** Here's your receipt, thanks for dropping in.

**Customer:** I'll be back for that sandwich for sure.

**Waiter:** Fantastic, have a great day.

**Voiceover:** That is the end of the accessibility mode tutorial. We hope you found it helpful.

To find out more about access and inclusion, please visit

**[westpac.co.nz/accessible-banking](https://westpac.co.nz/accessible-banking)**

Information provided in this video is a guide and accessibility features may differ for EFTPOS terminals issued by other merchant acquirers. Westpac Get Paid is a registered trademark of Westpac Banking Corporation.