

# Westpac Get Paid EFTPOS Assistance Mode – Video Transcript



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

**Voiceover:** Imagine you've just finished a delicious meal in a cafe, and you're colour vision impaired, have low vision, or require assistance to make your payment.

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 assistance function available.

## **Step 1. How to activate Assistance mode.**

### **Tap the yellow icon.**

You or the merchant can activate assistance mode by tapping the yellow navigator eye icon with one finger.

## **Step 2. Select the colour/large text option.**

Tap the screen to select the Colour/Large Text option.

Next, you choose the contrast colour that assists you best.

You can choose between white text on black background. Black text on yellow background. Black text on white background. White text on blue background.

Tap the colour option that you want to appear on screen.

The screen will talk to you with audio prompts. Please present your card. Insert below, swipe to the right, or tap the card above the screen, and the colours of the keypad will be in your chosen colour throughout the transaction.

### **How to adjust the volume.**

To change the volume of the voice prompts, use the volume buttons on the terminal, or connect your headphones to the headphone jack on the terminal.

If you choose to insert or swipe your card, the EFTPOS terminal will ask you to choose the account type for your card.

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

An audio prompt will ask you to enter your PIN.

For enhanced visibility, the pin entry keypad is full screen, and numbers are displayed in a large font in your selected colour.

Once a transaction has been processed, the terminal screen will display and let you know by voice prompt if 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.**

If your card was inserted in the terminal, it will beep until you remove your card.

Then you can 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 assistance 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.