

Westpac Get Paid EFTPOS – Accessibility Features Quick Guide



Selected Get Paid EFTPOS machines offer two accessibility options to support blind and low vision customers to make payments more independently. This information is available in three formats:

1. Videos with voiceover and captions. Available on our Accessible Banking page: westpac.co.nz/accessible-banking
2. Written transcripts, one per video. Available on the same Accessible Banking page.
3. This quick guide. A simplified overview of how to use the accessibility features.

Choose the option that works best for you.

Important notes:

- Not all Westpac Get Paid EFTPOS terminals have these features.
- Accessibility features may differ for EFTPOS terminals issued by other providers.

Assistance mode (large text and improved colour contrast).

Best for: customers who can see the screen but prefer larger text and clearer colour contrast.

What it provides:

- Larger text on screen and contrast colour choices to make the payment screen easier to see.
- Audio prompts during the payment.

How to turn it on (quick steps):

- When the payment is ready, often on the Present Card screen, look for the yellow eye accessibility icon.
- Tap the yellow eye icon.
- Select 'Colour / Large Text'.
- Choose the contrast option that works best for you.

Volume: Use the terminal volume buttons or you can connect your headphones to the headphone jack.

Accessibility mode (spoken instructions and privacy during PIN entry)

Best for: customers who are blind or prefer spoken guidance instead of relying on the screen.

What it provides:

- Step-by-step spoken instructions throughout the payment.
- A blank screen during PIN entry to help keep your PIN private.
- Tactile markers (raised bumps) around the edge of the screen on newer terminals to help with keypad navigation.

How to turn it on (quick steps):

- Double-tap anywhere on the Present Card screen with one finger.
- Or press and hold the power button on the side of the terminal (position may vary by terminal).

During the payment:

- Follow the spoken instructions.
- If asked to choose an account, swipe left or right to hear options, then confirm using the same method you started with (double-tap or power button).

Volume: Use the terminal volume buttons or you can connect your headphones to the headphone jack.

Training mode (for merchants and carers).

Training mode is a simulated audio guide to help merchants and carers understand how Accessibility mode works.

How to turn it on:

- Tap the yellow eye icon.
- Select 'Training for Vision Impaired'.

To find out more about access and inclusion, please visit westpac.co.nz/accessible-banking

Information provided 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