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Verifone – Accessibility Mode Training (Blind Individual)

Adapted in 2024 by Accessible Formats Service, Blind
Low Vision NZ, Auckland

TN: The logo on the top of the page is Verifone.

Verifone–Accessibility Mode Training (Blind Individual)

Dated: September 2024

Topics:

- Topic 1: Terminal Orientation
- Topic 2: Enabling the Accessibility Mode
- Topic 3: Performing a Transaction

Topic 1: Terminal Orientation

Before performing a transaction, we will start with an orientation / overview of the Terminal;

- We have a range of different terminals deployed in New Zealand, which have full touchscreen capability.
- The Terminal we are training with is the Verifone T650P, as this is our most prevalent Terminal in New Zealand, with over 70% of the Terminals, being this Terminal.
- Most often, the Terminal will be sitting on a base / cradle which charges the battery of the Terminal.
- On the left-hand side of the Terminal, you can find the following (in order from the top, working down the left hand side);

- Printer cover indentation – an indentation used by the merchant to open the printer cover, and replace the printer paper roll.
- Headphone jack / input – a standard 3.5 millimeter input for headphones, which would play any audio produced by the terminal, including the Accessibility Mode Audio prompts.
- USB-C charging port – an input port for a charging cable to be inserted by the merchant.
- Accessibility Button / Dimple – a button to enable Accessibility Mode when prompted (referred to in more detail below in Topic 2: Enabling the Accessibility Mode).
- Volume Up Button – after enabling Accessibility Mode, increase the volume by pushing the button until the audio prompt is loud as possible.
- Volume Down Button – merchants may have decreased the volume, hence please refer to the previous step on increasing the volume when required.
- On the right-hand side of the Terminal is the card swipe reader. The Card would be presented with the mag stripe down, and the raised numbers and letters facing away from the terminal.
- The chip card reader is at the bottom of the Terminal, and the chip should be inserted, with the raised numbers and letters facing up.

- The top of the Terminal is the screen, which is where you will perform account selection, and PIN entry, if required.
- Angling away above the screen is the contactless / payWave card reading area. The contactless reader sits atop of the receipt printer. You may be able to feel the receipt paper perforator strip just below the contactless card reading area.
- On the back of the Terminal, is the audio speaker which when resting on the base, the sound is channeled through a slot on the base, so the sound can be directed towards you.

Topic 2: Enabling the Accessibility Mode

Once familiar with the terminal, you are now ready to learn how to enable Accessibility Mode. As the cardholder, you will primarily be the party that enables the Accessibility Mode once a merchant has initiated a transaction, and has then indicated to you to complete the transaction.

The terminal will indicate to you that Accessibility Mode is possible, by “chiming”. At the point of card presentment, 3 Chimes will be played through the speaker, spaced over approximately 30 seconds, indicating the Terminal is capable for accessibility mode.

While chiming, the screen will also display a yellow shaded eye symbol. The depiction of this symbol indicates for

Sighted individuals the terminal contains an Accessibility Mode.

Activating Accessibility Mode can be done via 3 different methods. Please note, activate Accessibility Mode prior to inserting, swiping or tapping the card. If you don't, ask the merchant to restart the transaction, as Accessibility Mode must be enabled prior to presenting the card.

Method 1: as the cardholder, you can double-tap the screen when the accessibility chime is being played. If the double-tap is used to activate Accessibility Mode, then you must double-tap the screen to select account type and enter your PIN.

Method 2: as the cardholder, you can long press the Accessibility/dimple button on the side of the terminal for one second. If the Accessibility/dimple button is used to activate Accessibility mode, you must press the Accessibility/dimple button to select your account type and enter your PIN.

Method 3: a sighted individual can press the Yellow Shaded Eye Symbol, and then choose the "Speech for Vision Impaired" button to enable Accessibility mode. They will also need to select on screen one of two options. Either the "Double Tap Using One Finger on the Screen" button or the "Use Button the Side of the Terminal" Button.

The Terminal will make a locking sound to confirm it is in Accessibility Mode, and proceed with providing an audio

prompt to indicate the dollar value of the transaction. Instructions will also be stated to indicate where to present the card. Instructions will repeat on a loop for 60 seconds, before timing out.

Topic 3: Performing a Transaction

Following the enablement of Accessibility Mode, the next step is the presentment of your card. Either via tapping the contactless card reading area above the screen, swiping the magstripe card on the right-hand side of the Terminal, or inserting the card at the bottom of the Terminal.

If the merchant has enabled surcharging, you will also receive a prompt to either “Accept” or “Cancel” the Surcharge. Acceptance is your agreement for the merchant to apply the surcharge. Canceling the surcharge would terminate the transaction, and you'd need to pay by other means.

Tapping your card to make a contactless transaction will not require PIN entry if the amount is \$200 or less, or if you are presenting a digital wallet where you have authorized the transaction on your mobile phone.

If you swipe or insert your card, then you will need to select your account. This is done by swiping the screen horizontally, either left or right for “Cheque”, “Savings”, “Credit” or “Cancel”. Once you have located your desired account selection, either double tap or press the accessibility button / dimple.

Once you have selected your account, you will be instructed to enter your PIN. The terminal screen only displays the Clear & OK keys. There will be a hidden virtual number grid similar to a telephone that you can use to enter your PIN.

The instructions read out loud by the terminal are as follows:

Please enter your PIN. PIN pad has telephone layout with 1, 2, 3 at the top and **cancel**, 0, OK at the bottom of the screen.

The PIN pad covers the whole screen. The screen will be blank.

To find digits, start from a corner and move one finger up or down until you hear a beep or the words **cancel** or OK. To find additional digits, move your finger around the keypad and listen for the beeps.

To select a digit, lift your finger, then tap two times using one finger on the screen and listen for the acceptance sound. If you are not sure you found the right digit, do not double tap the screen. Simply start searching from the corner again.

The terminal will announce when you have entered four digits. To finish and pay, select OK at the bottom right and double tap towards the centre of the screen. To abort

transaction select **cancel** at bottom left and double tap towards the centre of the screen.

At the end of the instructions, you can start inputting your PIN. Please note, you don't have to wait for the entire instructions to be read out loud, if you are familiar with the process. Simply start at the bottom-left hand corner, trace your finger up the left hand side of the screen. It will start by saying CANCEL. Keep moving your finger up until it beeps. You are now at number 7. Either go up to number 4, or right for the number 8, when it will make the next beep. When you are on the number you want to select, either double tap or press the dimple.

Enter the remaining three digits of your PIN, repeating the process.

Once 4 digits have been entered, go to the right-hand side of the screen, move your finger up from the bottom until it announces OK. This is on the bottom row so don't go too far up or you might enter the number 9. Activate by either double tapping or pressing the dimple.

The transaction will now complete. A successful transaction will state: "Payment Complete", where an unsuccessful transaction will state: "Transaction Declined".

You have now reached the end of the Verifone Accessibility Functionality Training.

End of Verifone Accessibility Functionality Training.