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# **Verifone – Assistance Mode Training (Low Vision 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 – Assistance Mode Training (Low Vision Individual)**

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## **Topics:**

- Topic 1: Terminal Orientation
- Topic 2: Enabling the Assistance 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 Assistance 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/use Accessibility Mode when prompted (not required for Assistance 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 channelled through a slot on the base, so the sound can be directed towards you.

## **Topic 2: Enabling the Assistance Mode**

Once familiar with the terminal, you are now ready to learn how to enable Assistance Mode. Assistance Mode is suitable for cardholders who require larger font or a different display colour.

As the cardholder, you will primarily be the party that enables the Assistance 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 Assistance 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 Assistance mode.

While chiming, the screen will also display a yellow shaded eye symbol. The depiction of this symbol indicates for Sighted and Low Vision individuals, that the terminal contains an Assistance Mode.

Please activate Assistance Mode prior to inserting, swiping or tapping the card. If you don't, ask the merchant to restart the transaction, as Assistance Mode must be enabled prior to presenting the card.

Activating Assistance Mode is done by pressing the Yellow Shaded Eye Symbol, and then choosing the option labeled "Colour / Large Text". This option is the top button of the three onscreen rectangular buttons. It is also the only button which has colour present within the rectangular button (Red, Green, Blue and Yellow colours).

Once this button is pressed, the Terminal will say "Tap to choose colour". At this point you should view the four colour options;

- Option 1 – A black background, with white font
- Option 2 – A yellow background, with black font
- Option 3 – A white background, with black font
- Option 4 – A blue background, with white font.

Choose the colour configuration that best suits your viewing needs.

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

prompts 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 Assistance 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.

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 phone.

If you swipe or insert your card, then you will need to select your account. Also, if the merchant has enabled surcharging, you will also receive a prompt to “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.

Once you have selected your account, you will be instructed to enter your PIN. The Terminal will display an enlarged number grid similar to a telephone, using the colour you have chosen, where you can enter your PIN.

The instructions read out loud by the terminal are “Tap on key to enter digit, tap OK key to finish”. Each time you

enter a PIN digit, an audio prompt will confirm you have entered a digit, starting with a locking sound, followed by the phrase “2nd Digit Entered”. It will also read out the number of digits entered, should you need a prompt to know how many PIN digits you have entered. For example, “2 Digits Entered, Please continue entering PIN, or select cancel to abort transaction”.

Once 4 digits have been entered, the OK key can be selected and the transaction will be complete.

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

**End of Verifone Assistance Functionality Training.**