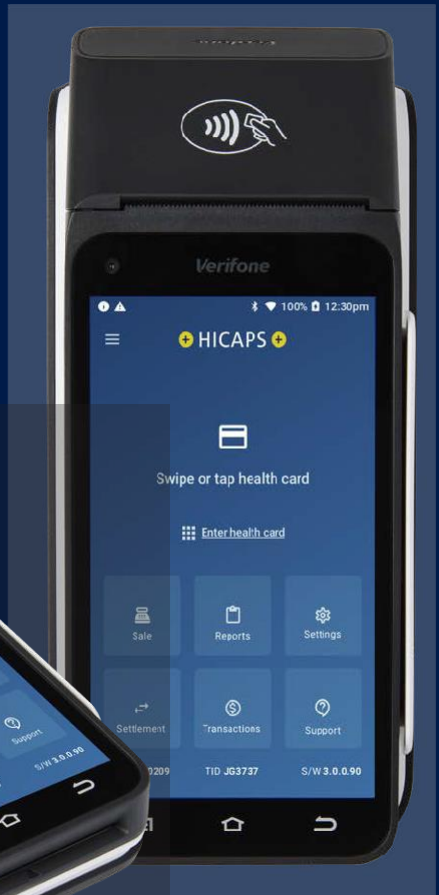


# HICAPS TRINITY TERMINAL USER GUIDE - ACCESSIBILITY



# 1. GETTING TO KNOW YOUR TERMINAL

## Trinity home screen



## 1.1 Diagram of HICAPS Trinity Terminal



- **Contactless Card Reader** – tap health fund membership cards and customer payment cards here. Digital cards are also read from the contactless reader.
- **Battery/Charge Indicator LED** – shows the battery level and charging status of the terminal.
- **Swipe Reader** – use to swipe customer health fund membership or payment cards with a magnetic strip.
- **Raised Tactile Dots** – surround the screen to assist with orientation of the digital keypad for PIN entry. Horizontal dots represent columns and vertical dots represent rows. (Refer to the Accessibility Guide for further information – see also [www.hicaps.com.au/support/trinity-support/trinity-guides](http://www.hicaps.com.au/support/trinity-support/trinity-guides)).
- **Chip Reader** – insert payment cards here.

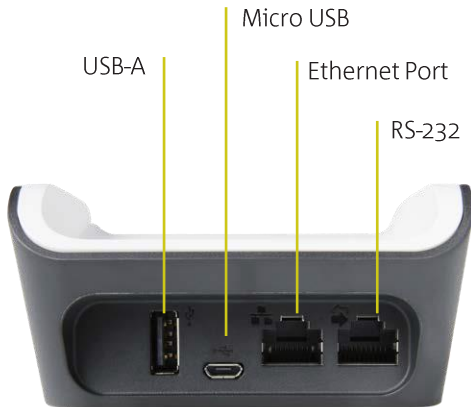
- **Volume Controls** – use these buttons to adjust the volume of sounds and alerts. The volume buttons are used to adjust the volume of spoken instructions through the in-built speaker or headphones.
- **Power/Accessibility Button** – used to power the terminal on and off or to restart the terminal.
- **USB-Charging Port** – for a USB-C charging cable.
- **Audio Jack** – in accessibility mode, used by cardholders to assist with hearing audio prompts.
- **Base Charging Port and Indicator Lights** – every terminal comes with a power pack which connects into the side of the base.
  - A solid white light indicates the base is being powered.
  - A solid blue light indicates terminal connection with Bluetooth. A flashing blue light indicates pairing mode.

**Note:** Any touch screen stylus can be used on the terminal screen.

## Terminal base



- **Rear camera** – required to pair with terminal base
- **Speaker** – for audio prompts
- **Charging pads** – for charging the terminal



**USB-A** – currently not being used

**Micro USB** - currently not being used

**Ethernet Port** – used to connect the ethernet cable for receiving IP connectivity via an active LAN cable being plugged into the base.

## 1.2 HICAPS Home Screen Navigation

Your HICAPS Trinity terminal has a touch screen like an Android smart phone. It responds to gestures such as tapping and swiping.

- **Tap** – lightly touch to select or launch items
- **Swipe** – lightly drag your finger across a screen to swipe. For example, swipe down from the top of the screen to access the apps panel.
- **Touch and hold** – touch and hold items to open more menus.

### 1.2.1 HICAPS Trinity Terminal Home Screen

- **Navigation bar** – includes indicators for Bluetooth, Wi-Fi and mobile connectivity, battery charge status and time of day
- **Settings menu** – provides access to terminal and other settings
- **Transaction types** – provides access to HICAPS transactions to submit and cancel claims or to request a quote. Provides access to the payment application and a range of settings related to payments.
- **Support menu** – provides access to terminal and system information
- **Terminal ID (TID)** – the TID is displayed for easy terminal identification
- **Software version** – The software version is displayed to provide easy identification of the current version installed on the terminal.
- **Back** – allows users to go back to a previous screen.
- **Home** – returns user to the HICAPS application.
- **Merchant ID** – shows the merchant identification number for the primary merchant on the terminal.
- **Settlement menu** – provides access to the current and previous day's settlements
- **Sale** – provides access to the payment application for sales and other non-HICAPS transactions
- **Reports** – provides access to a range of NAB, HICAPS and transaction reports
- **HICAPS application menu** – provides access to transactions, settlements, reports, settings, support and a terminal guide.

# 2. ACCESSIBILITY

## 2.1 Accessibility

### 2.1.1 About the Terminal Accessibility Features

HICAPS Trinity terminals have accessibility features to support users by making it easier to process transactions. Features include:

- Tactile dots surrounding the screen to orient the telephone keypad for PIN entry. Horizontal dots represent columns and vertical dots represent rows.
- Contactless card reader at the top of the terminal.
- Volume control buttons are next to the second vertical dot from the top, on the left hand side of the terminal.
- Headphone jack is next to the first vertical dot from the top, on the left hand side.

### 2.1.2 Speech for the Visually Impaired

#### STEP 1

On the card presentation screen, the terminal will sound a chime on the location of the terminal.

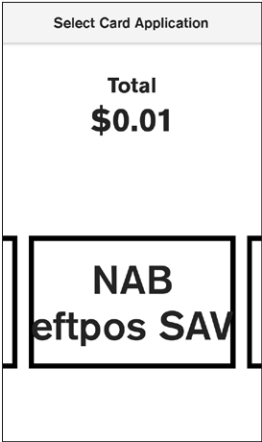
Double tap on the screen to enable voice reading, including the amount due and instructions to complete the transaction.

Payment cards can be tapped on top, inserted at the bottom or swiped on the right-hand side of the terminal.



#### STEP 2

Once a card has been presented, a voice will prompt to swipe left or right on the screen to choose an account. A voice prompt will read out the accounts available and prompt the customer to confirm the account to process the payment. **Double tap** to confirm selection.



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### STEP 3

If prompted for a PIN, the following instructions will be played:

“Please enter a PIN.”

The PIN pad has telephone layout with 1,2,3 at the top, and cancel, 0, ok at the bottom of the screen

Tactile bumps around the screen border indicating every column and row of the PIN pad.

**NOTE: The terminal screen will be blank for PIN entry.**

- To find digits, start from one of the tactile bumps and move one finger vertically or horizontally 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 4 digits. To finish and pay, select ok which is situated at the bottom right of the screen and double tap. To abort transaction, select the cancel at the bottom left of the screen and double tap.



### 2.1.3 Changing Colour/Large Text

#### STEP 1

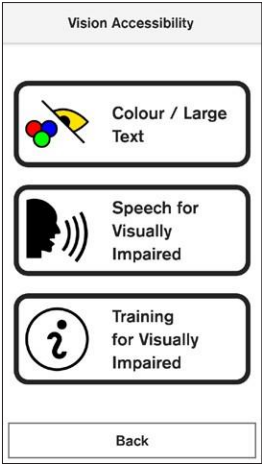
On the card presentation screen, tap the accessibility icon in the top right-hand corner.



#### STEP 2

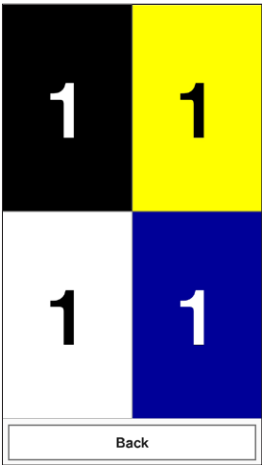
Select **Colour/Large Text** to change colour contrast and text size.

**Note:** Customers can connect headphones via the audio jack if required.



#### STEP 3

Cardholder can choose from 4 different colour options and will be used for the payments flow. All options will also provide larger buttons on screen and voice guidance.



**STEP 4**

The customer will be prompted to present their payment card. An audible voice instruction will also advise on the location of where to present the card.



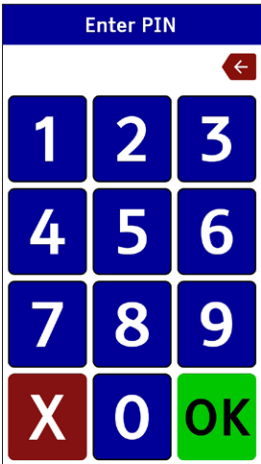
**STEP 5**

The cardholder may be required to select the card account type.



**STEP 6**

If prompted for a PIN, use the larger buttons on screen to enter a PIN.



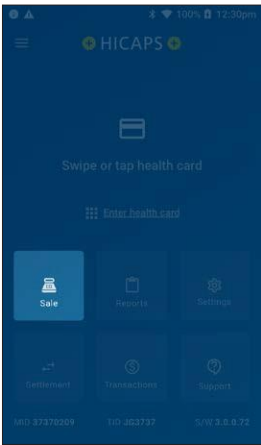
### 2.1.4 PIN entry training mode

The HICAPS Terminal has a PIN entry training mode for cardholders to understand how to process payments requiring a PIN. To enable this function, use the following steps:

#### STEP 1

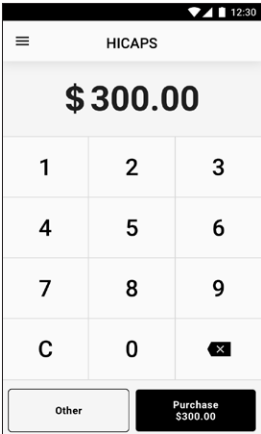
To process an EFTPOS Sale transaction, select **Sale** icon from the home screen.

**Note:** If the terminal has been configured as a multi merchant terminal you will be prompted to select the appropriate merchant for the transaction.



#### STEP 2

Enter a transaction amount and tap **Next**.



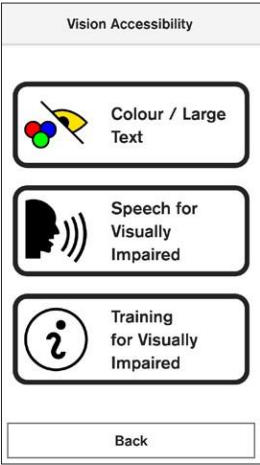
#### STEP 3

On the card presentation screen, tap the **Accessibility** icon on the top right-hand corner.



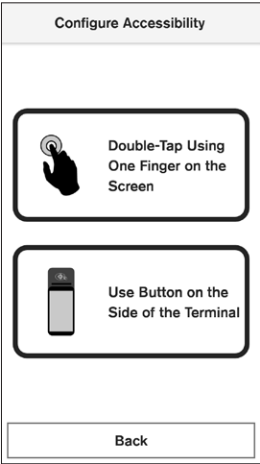
**STEP 4**

Select **Training for Visually Impaired** from **Vision Accessibility** options.



**STEP 5**

Select the preferred accessibility configuration, either **Double-Tap Using One Finger on the Screen** or **Use Button on the Side of the Terminal**.



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## STEP 6

Follow the terminal instructions on how to orient the terminal to enter a PIN. The training instructions are:

‘Welcome to accessibility mode and PIN entry training. To enable accessibility mode during a transaction double tap using one finger on the screen when you hear the accessibility chime. Listen for the chime and try once now. (Chime sounds. Double tap the screen with one finger to proceed.) Training mode activated, double tap when you hear the chime.

PIN pad has telephone layout with 1,2,3 at the top, and Cancel, 0 or OK at the bottom of the screen.

Tactile bumps around the screen border indicating every column and row of the PIN pad.

Do not guess where the numbers are.

The size of this keypad is different from what you are used to and the numbers will not be spoken.

Only cancel and ok buttons will be spoken and can be used as reference points.

Please note, during PIN entry training only, all digits will be spoken.

To find digits, start from one of the tactile bumps, and move one finger vertically or horizontally, 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.

To finish training, navigate to **Cancel** or **OK** and double tap using one finger on the screen.’

