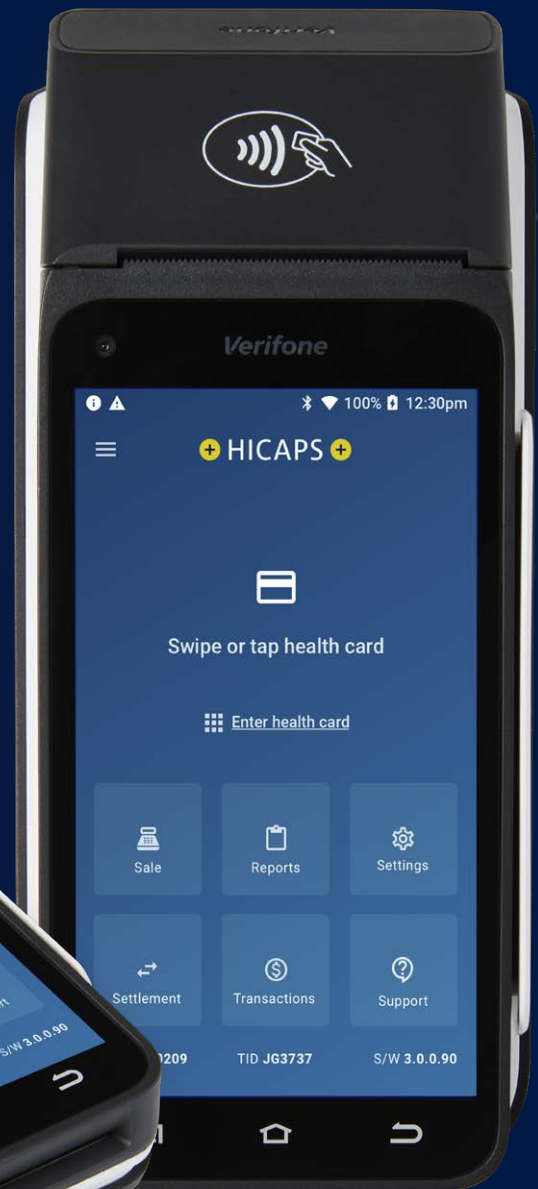


HICAPS TERMINAL ACCESSIBILITY GUIDE



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ACCESSIBILITY:

HICAPS are committed to assisting customers with accessibility features to process transactions.

Terminal Front



TERMINAL ACCESSIBILITY FEATURES

- Tactile dots surround 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
- Headphone jack is next to the first vertical dot from the top on the left hand side

Terminal Rear



Enabling Voice to Text

On the card presentation screen, the terminal will play a CHIME to indicate accessibility options are available.

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

Payment cards can be tapped on top of the terminal, insert card at the bottom or swipe on the right hand side.

If prompted for card account selection, swipe left or swipe right to cycle through available accounts. Double tap to confirm.

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

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

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

The screen will be blank.

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 at the bottom right and double tap towards the centre of the screen. To abort transaction, select the cancel at the bottom left and double tap towards the centre of the screen.”

Training for PIN Entry

The Terminal has a training option for the PIN Entry Screen, for individuals with no vision.

On the card presentation screen, the terminal will play a CHIME to indicate accessibility options are available.

Select the Navigator icon on the screen, that is coloured yellow and black. PIN Entry Training will be the third option on screen. The Merchant will be able to help you locate the icon if needed.

Changing Screen Colours and Increasing Text Size

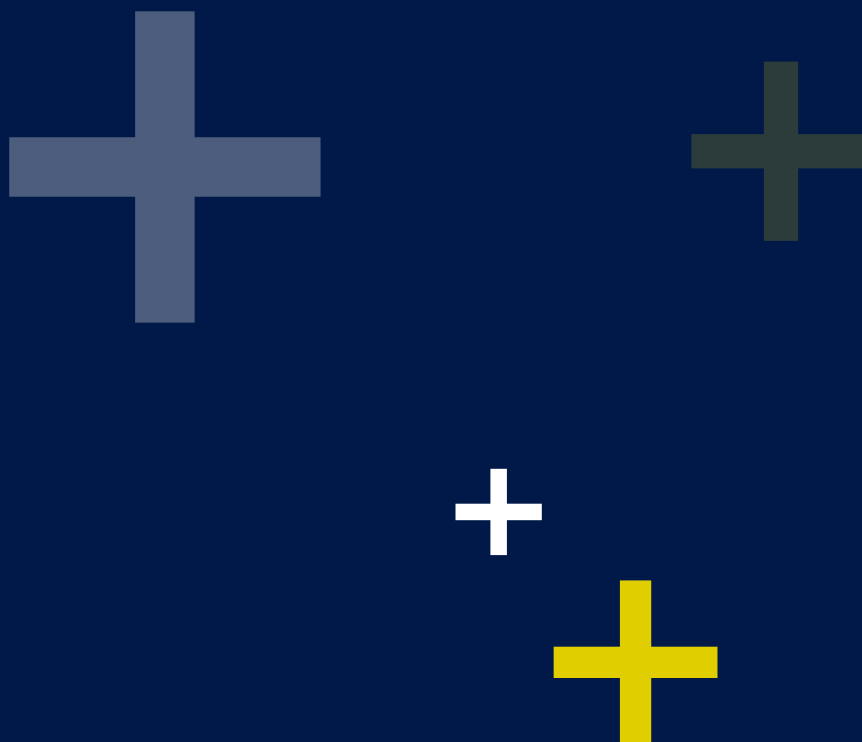
For individuals that have low vision, the terminal screens can be changed with different colours and larger text.

On the card presentation screen, the terminal will play a CHIME to indicate accessibility options are available.

Select the Navigator icon, which is yellow and black with an eye symbol. The Merchant will be able to help you locate the icon if needed.

Select the first option. (Colour / Large Text)

From the four colour options, tap your choice and follow the screen information and voice prompts to complete the transaction.



SUPPORT

If you need support, our team is ready to help!
Call our HICAPS Help Desk on **1300 650 852**.
For the most up to date version of this
Accessibility Guide please scan the QR code below.

