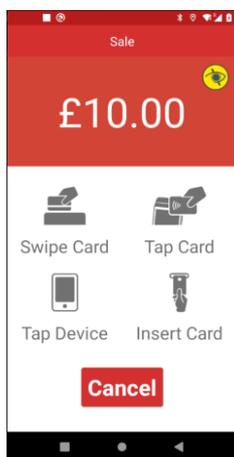


VISUALLY IMPAIRED MODE

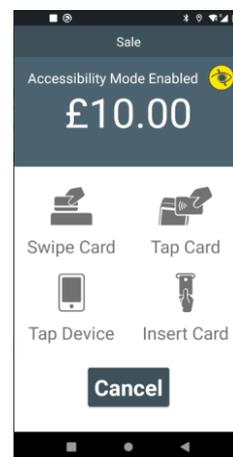
MERCHANT INSTRUCTIONS

The AXIUM DX8000 product has a touchscreen for PIN entry. To make the device accessible to blind and partially sighted people who are unable to see the visual PIN pad, there is an audio mode (accessibility mode).

The audio mode for blind and partially sighted people, who are unable to see the screen, is enabled by tapping the yellow eye icon.



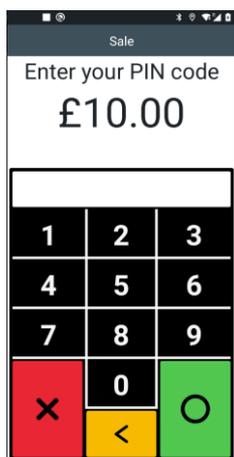
This enables the accessibility mode.



When enabled, audio guidance is given to the card holder on how to use the device with speech and it gives instructions for card insertion and subsequent PIN entry.

This may be interrupted by inserting or presenting a card. Once a blind or partially sighted customer is familiar with the device, they do not need to hear the full instructions each time they need to pay and inserting the card will interrupt the instructions.

If a card is inserted the PIN entry screen is displayed. At this point a shorter version of the audio guidance is given. This may be interrupted by touching the screen.



It is important to realise that the interaction with the PIN pad in accessibility mode is different from the mainstream mode. Blind and partially sighted customers will not be able to see the numbers on the PIN pad and they will need to navigate using beeps (as the PIN numbers cannot be spoken for security reasons). Please ensure that you are familiar with how the accessibility mode works so that you can help your customers.

The audio volume maybe adjusted using the volume keys:



A video demonstrating the terminal operation can be viewed here:



The video will be a useful guide and will help you understand how the accessibility mode works. Provided below are the instructions that are spoken when the accessibility mode is activated, and it is important that you are familiar with them:

- "The total amount is xx pounds yy pence."
- "Please listen to the following instructions or to interrupt and make a payment please swipe, tap or insert your card"
- "The card slot is at the front of the terminal. The card is entered with the chip facing upwards."
- "The PIN Pad is located on the bottom of the screen. The layout is standard telephone layout with 1, 2, 3 at the top and Cancel, Clear and Enter across the bottom. The numbers are not spoken but the cancel and enter buttons speak the words cancel and enter."
- Slide your finger across the screen. If you start above the PIN Pad you will hear 'PIN Pad below'. As you pass each digit you will hear a beep. When you reach the desired key then lift your finger and double tap anywhere on the screen to select the digit.
- You will hear one digit entered followed by two digits entered for the next key.
- Once you have entered all digits find the Enter button at the bottom right of screen, then double tap anywhere on the screen to confirm your PIN input.
- There is a cancel key at the bottom left, a press of the cancel key will cancel the transaction. There is a clear key to clear a single digit entry. Please swipe, tap or insert your card to enter your PIN"

The following short instructions are spoken after the card is inserted. These short instructions can be interrupted by touching the screen so that the customer can speed up the process once they are familiar with the device.

- "Please enter PIN. The layout is standard telephone layout with 1, 2, 3 at the top and Cancel, Clear and Enter across the bottom.
- Slide your finger across the screen Find the desired key using the beeps, then double tap anywhere on the screen to select the digit.
- When finished find the Enter button at the bottom right, then double tap to confirm"

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This Visually Impaired Mode Instruction relates to the AXIUM DX8000 terminal – NER PAYMENT software.

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