# Verifone Navigator

### Verifone Navigator is a payments accessibility solution for touchscreen EFTPOS terminals that guides blind, vision-impaired, and low-vision customers through a transaction, including entering their PIN independently and securely.

## Key Features

* **Colour / Large Text:** Aids low-vision or colour-blind users with audio feedback on payment screens, increased font size, and customised colour contrast.
* **Speech for Vision Impaired:** Supports blind and low-vision customers with sound for orientation and step-by-step instructions.
* **Training For Vision Impaired:** Helps terminal operators understand how PIN entry works in Speech for Vision Impaired from a customer’s perspective.

## How To Activate Navigator

The Accessibility icon from the terminal. It is a black icon of an eye crossed out on a yellow background.

1. The terminal will chime at the present card step during a transaction to indicate accessibility options are available
2. Tap the yellow Accessibility icon to launch Navigator

The 'Vision Accessibility' terminal screen with three large touchscreen buttons on-screen. The top button says 'Colour / Large Text'. The image next to the text is three overlapping circles, one is red, one is blue and one is green, next to half a yellow eye with a line through it. The next button in the middle of the screen says 'Speech for Vision Impaired'. The image next to the text is the symbol of a persons face with lines radiating from the person's mouth to indicate they are speaking. The third button at the bottom of the screen says 'Training for Vision Impaired'. The image next to the text is a stylised letter 'i' in a circle.

1. Choose from:
   * Colour / Large Text
   * Speech for Vision Impaired, or
   * Training for Vision Impaired

**NOTE:** You can also double-tap the screen or press the dimple button on the side of the terminal when the present card screen is shown to directly activate Speech for Vision Impaired. Selections during the transaction are made using the method of activation.

## ‘Speech for Vision Impaired’ Transactions

* Terminal will prompt to choose between double-tapping the screen or pressing the dimple button on the side of the terminal to make selections during the transaction
* Terminal confirms with a locking sound
* Terminal announces total transaction amount and prompts to present card
* **NOTE:** Increase the volume of voice prompts using the volume buttons on the side of the terminal.

The account selection terminal screen. The top of the screen says 'Select Account'. The text below that says 'Total $10.00' in the bottom third of the screen is the word 'Credit' inside a rectangle with a thick blue outline.

**Account Selection:** Swipe left or right to hear account options and confirm with double-tap or by pressing the dimple button.

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| The hidden virtual keypad used for PIN entry during an Accessibility Mode transaction. The Accessibility Mode keypad takes up the whole screen. It is a standard telephone layout with ‘1’, ‘2’, ‘3’ buttons at the top and ‘X’, ‘0’, ‘OK’ buttons at the bottom of the screen.The terminal screen during an Accessibility Mode transaction. The screen is white except for a black box with a white letter X in the bottom left corner of the screen and a a black box with 'OK' in white lettering in the bottom right corner of the screen. |  |
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**PIN Entry:** The terminal has a virtual number grid similar to a telephone, but only the Clear and OK keys are visible. The terminal beeps as you drag your finger along each number. To find numbers on the grid, orient yourself from a screen corner and counts the number of beeps as you drag your finger side-to-side, or up and down the grid. Select a number by double-tapping the screen or pressing the dimple button.

**NOTE:** If a surcharge applies, the terminal will advise the surcharge amount with audio prompts. You can accept or reject the surcharge by swiping through the options and then double-tapping the screen or pressing the dimple button to confirm.

## ‘Colour / Large Text’ Transactions

* Once ‘Colour / Large Text’ is selected, choose your preferred contrast colours by tapping one of the four options
* Transaction screens are optimised for vision-impaired and colour-blind customers

The terminal screen used to select the contract colour options. The screen is divided into four equal sized boxes with a button labelled 'Back' along the bottom of the screen. In the top left corner there is a black box with a large white digit '1' in the centre. In the top right  corner there is a yellow box with a large black digit '1'in the centre. In the bottom left corner is a white box with a black digit '1' in the centre. In the bottom right corner is a blue box with a white digit '1' in the centre.  **A present card screen using the black background and white text contrast option. The background is black and the text is white. Across the top of the screen are the words 'Insert' Swipe and 'Tap'. At the bottom of the screen it says 'Total $10.00'. Under that is the white outline of a rectangle with rounded ends and the word 'Cancel' in it.** The account selection screen using the black background and white text contrast option. The background is black and the text is white. Across the top of the screen are the words 'Select Account'. Under that it says 'Total $10.00'. At the bottom of the screen are 4 black rectangles with white outlines stacked on top of each other. The top one says 'Cheque', then 'Savings', then 'Credit' and then 'Cancel'. The Assistance Mode PIN entry keypad. The top of the screen shows is black with white text that says 'Enter PIN or Press OK to Bypass'. Beneath that is some white space with a yellow button to the right of the screen with a black 'less than' symbol. Beneath that is a keypad. A standard telephone layout with ‘1’, ‘2’, ‘3’ buttons at the top and ‘X’, ‘0’, ‘OK’ buttons at the bottom of the screen.
