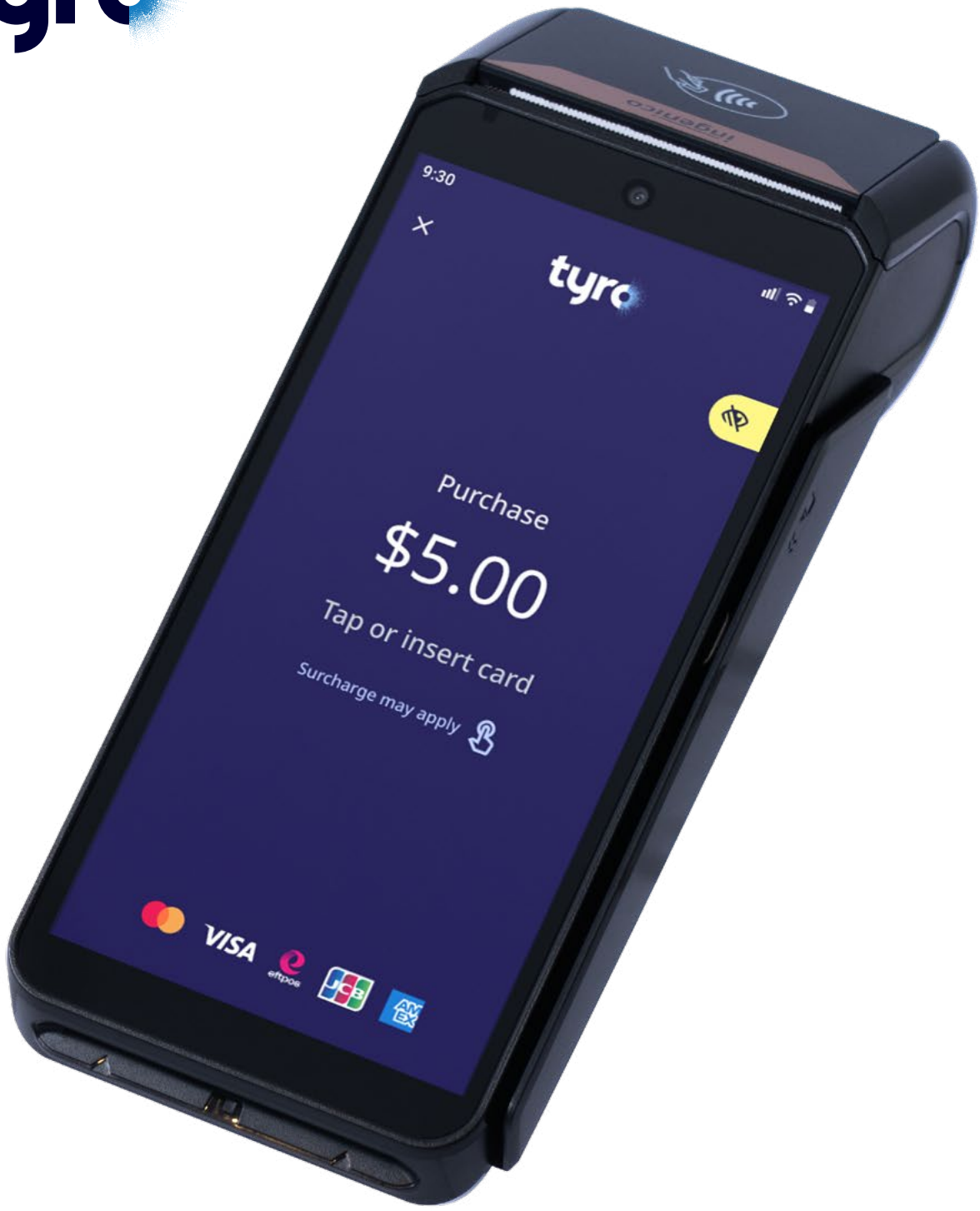

Tyro Pro EFTPOS machine

Accessibility Guide

Tyro Pro Accessibility Guide

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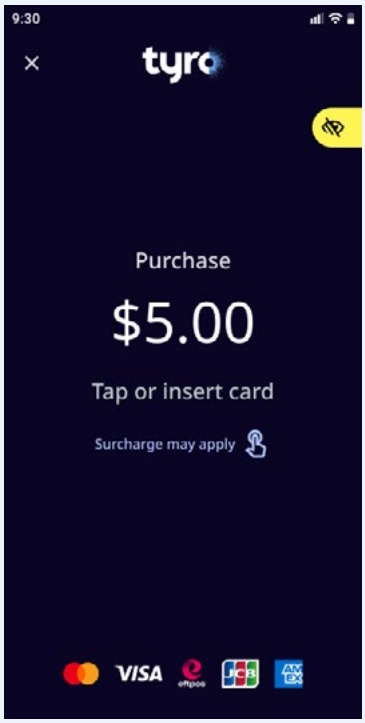
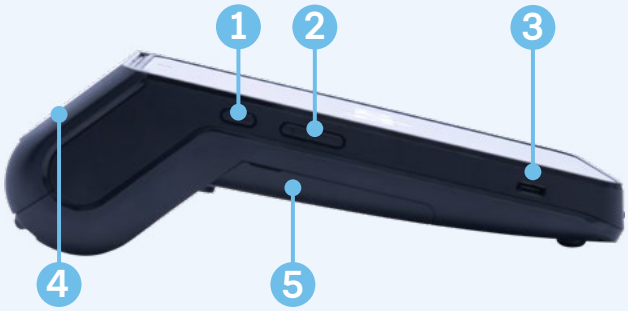
1. Accessibility

Your Tyro Pro EFTPOS machine has an integrated accessibility solution to ensure an easy and intuitive payment experience for customers living with visual impairments.

By leveraging Android™'s talk back capability, the machine is designed to enable visually impaired customers to navigate the touch screen and securely complete transactions.

2. Enabling Accessibility mode

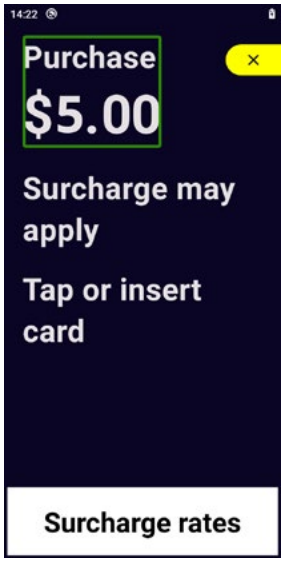
There are two ways to enable 'Accessibility mode':

1	On the 'Present Card' screen, the user can select the yellow accessibility icon to enable 'Accessibility mode'. In this mode the font size on the screen will increase and the machine will use the inbuilt text to speech functionality. Volume can be adjusted by using the volume keys on the left side of the machine to suit the audio requirements of different users.	
2	A USB-C to audio jack adaptor is supplied with your Tyro Pro. The adaptor plugs into the USB Type C slot (3) on the bottom left side of your machine, to enable standard headphones to be used with the machine. When headphones are inserted into the Audio jack adaptor, the text to speech capability on the 'Present Card' screen is automatically enabled. This is to assist customers in environments where there is background noise and/or provide a discreet experience.	 1. Power Button 2. Volume keys 3. USB Type-C connector 4. Paper roll cover 5. Battery Cover

3. Accessible navigation instructions

Once **'Accessibility mode'** has been enabled, the font size on the screen will increase to support low vision users, and the text to speech functionality will activate.

- Customers can swipe left and right to navigate the commands on the screen.
- When an instruction is highlighted, the text to speech functionality will provide audio feedback such as information about the amount being charged, any surcharge information (if applicable) and instructions on how the card must be presented.
- Once the correct instruction is highlighted, users can double tap anywhere on the screen to select it.
- Users can navigate to the 'view surcharge rates' to hear information on the surcharge that may apply for the transaction.



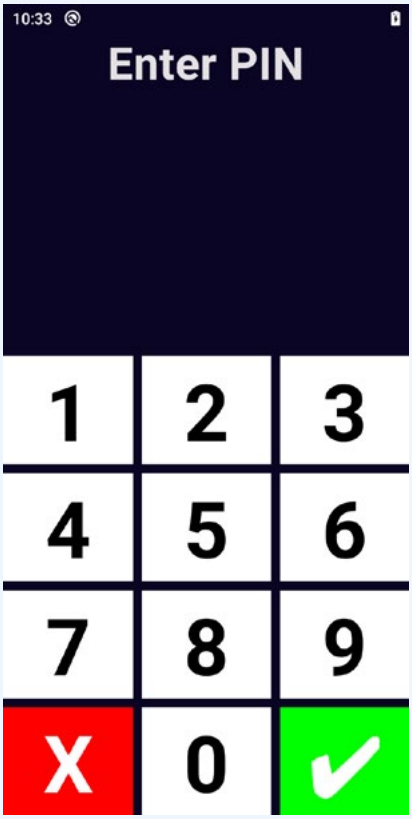
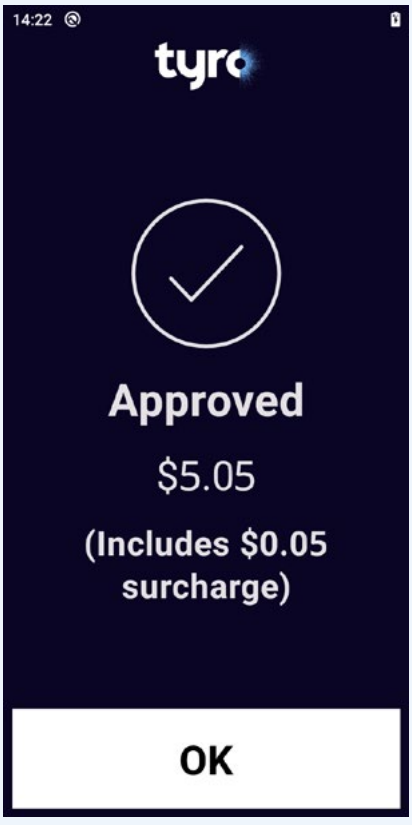
4. Account/Application selection

The standard set of buttons for account selection will be replaced by a payment card layout with larger font.

1	The user can swipe left to right to navigate to the next payment card option and hear the option read out
2	Once on the desired selection, the user double taps anywhere on the screen to confirm the account selection
3	A **'Cancel'** option is also available on the screen allowing cardholders to abort the transaction by navigating to the **'Cancel'** option and double tapping anywhere on the screen to confirm the action

5. Accessible PIN entry

The Accessible PIN Entry keyboard allows a visually impaired user to securely enter a PIN without having to disclose the PIN to the merchant.

1	The enter PIN screen shows a standard telephone layout with '1', '2', '3' buttons at the top and 'X', '0', 'OK' at the bottom of the screen	
2	The keypad is in the bottom half of the screen whilst the top half allows low-vision customers to track how many digits of the PIN have been entered	
3	To use the keypad, the user will run their finger across and around the screen to get the orientation of the keypad layout. For PIN security, all digits on the screen will receive 'Number' as the audio feedback.	
4	The user can double-tap anywhere on the screen to confirm the key they last navigated to and are choosing to select.	
5	Once the PIN entry is complete, the user can navigate to the **'OK'** button (in the bottom right corner) and double tap anywhere on the screen to confirm.	
6	To clear PIN or cancel at any time during PIN entry, the user can navigate to the **'X'** button (in the bottom left corner) and double tap anywhere on the screen.	
7	The machine will also provide Audio feedback for the outcome of the transaction.	

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MKT-9127-20231012 AD