

How to use ATMs for the visually impaired

The ATMs operated by "la Caixa" are adapted to the needs of visually impaired customers. All the ATMs in the "la Caixa" network have Braille keypads and some incorporate text-to-speech technology.

They also feature a system that makes it possible to increase the on-screen font size making it easier for visually impaired customers to perform the most frequent banking transactions. This system is activated from the main screen by pressing key 1 once, waiting for about two seconds and pressing key 1 four times in quick succession (1111).

The words will be displayed on the screen in high contrast in the requested font size and a series of "beeps" will guide the customer through the process confirming whether they have performed the different stages in the transaction successfully or not.

Below you will find the different steps for making a cash withdrawal using the "beep" system. The system requires blind or visually impaired customers to memorise the process as it does not incorporate text-to-speech technology:

1. Press key 1, wait for two seconds and press key 1 again, four times in quick succession (1111).
2. Wait for the confirmation signal (beep).
3. Put your bank card into the slot marked with the word "Targeta" (card) in Braille.
4. Wait for the confirmation signal, which will be the same as the first one you heard when you began the transaction.
5. For withdrawals, press transaction button 7 "Treure diners" and wait for the confirmation signal.
6. If you are using a debit card, the system will move on to the next stage. If you are using a credit card that can be used to make debit withdrawals you will have to select the following: for debit withdrawals press key 1 "Retirar a dèbit" and wait for the confirmation signal, or for credit withdrawals press key 3 "Retirar a crèdit" and wait for the signal again.
7. Key in the amount you want to withdraw and press the key "Continuar" (continue) or "Acceptar" (confirm); this is usually represented by a circle.
8. Wait for the confirmation signal and then key in the amount again to make sure it has been keyed in correctly. Press "Continuar" and wait for the confirmation signal again.
If you hear a different signal, at a higher pitch, this means that the ATM does not have notes in the denominations you require. Try another amount. If this is refused, you may not have enough money on your card.
9. Key in your PIN (this will appear on the screen as a series of asterisks) and do not press the "continue" key. Make sure no-one's looking when you key in your number, particularly at outdoor ATMs.

10. You will hear a series of four lower-pitched “beeps” that will confirm your transaction has been completed. If you have withdrawn money with your credit card you will hear another high-pitched confirmation signal that lets you know the applicable commission rate. You will have to accept by pressing the key with the circle.
11. Finally, take your card and money.

If you perform this transaction using the same procedure but by pressing key 2, this will activate a talking system that will guide you through the different steps. We recommend you use headphones to protect your privacy. Unlike the previous system, the talking system is not available at all ATMs.