

# FAQ: What you need to know about the new ADA Standards and how they will affect your ATM

The recently adopted ADA guidelines can be found at the following address: <http://www.access-board.gov/ada-aba/final.cfm>)

## **What are the requirements for ATMs?**

1. Reach-ability: The highest device or user interface must be no more than 48" off of the ground.
2. The user interface must have tactile discern-ability. Specifically the keypad must meet the specifications outlined.
3. There must be a privatized voice guidance feature on all ATMs to assist visually impaired or handicapped users.

## **When will my ATMs have to comply?**

The new regulations were signed by the Attorney General on 7/23/2010 and published on September 15, 2010. This means this will become law on March 15, 2011.

- Voice Guidance: All ATMs have to be compliant by March 15, 2012/
- Accessibility: All ATMs installed before March 15, 2012 will be grandfathered until there is alteration of the ATM site (this assumes no user interface is higher than 54" off of the ground).

## **Does this law pertain to all ATMs including those owned by ISO's and retailers?**

Yes. If it's an ATM, it must comply.

## **Do I have to comply?**

Yes. It is law. However, the new law states that you may delay your compliance should there be an "undue burden" associated with implementation. As of May 2011 no ATM owner has successfully claimed undue burden.

## **Is there a penalty for non-compliance?**

Yes. \$50,000 is the starting fine for the first offense.

## **What will I need to do to comply with this new law?**

You should contact both your ATM hardware vendor and your ATM processor. Both may have a solution in making you compliant.

## **What will the costs be to update my ATM?**

The best means of figuring out costs would be to contact your hardware vendor for a quote on each ATM as there are hardware and software requirements to enable an ATM for audio. Any ATM shipped from NCR since 2002, assuming they were installed according to specifications, will comply with items 1 and 2 from the list above. In order to have audio files running on an ATM (item #3 above) there are a few variables that should be discussed with your ATM hardware vendor. At minimum an audio jack and supporting software needs to be installed. Supporting software for NCR ATMs includes Aprta AANDC or Aprta Edge. If using AANDC the version must be release 3.00.3 or newer and additional network support is required. Aprta Edge has built in audio files along with a text to speech engine which makes Edge compliant out of the box. Upgrades can range fro \$100—\$7,000/ATM

## **When should I order/install the upgrade?**

NCR has early bird incentives that end on June 30, 2011. Since this upgrade is law it makes sense to take advantage of preferred pricing. Ordering before June also offers guarantees installation before the deadline. Schedules are filling up fast.

## **Are there any other things we should know?**

Plan to run your ATMs with TCP/IP communications. It's more flexible, standard technology and makes compliance easier.

## **What if my ATMs are not NCR ATMs?**

CASE can perform upgrades on almost all other brands of ATMs as well as do ongoing service.

