

Connected Society

Mobile Internet Skills Training Toolkit

A guide for training people in basic mobile internet skills

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**10**

**MODULE 10 – ACCESSIBILITY FEATURES**

**Module 10 – Accessibility Features**

# Bitesize Training

**BITESIZE - ACCESSABILITY FEATURES**

**BITESIZE – MOBILE MONEY**

Accessibility features for people

with little or no vision

What is it?

**Explain:**

“Some people with low or no vision may find it difficult to

see what is on the screen. There are features on the phone

that can help them. We need to show a variety of options

relevant to their needs. Often people use a combination of

features.”

|  |  |
| --- | --- |
| **Materials you will need**    Mobile Phone  Diagram  Description automatically generated  Android Posters | **Icon  Description automatically generated**  **What can you use it for?**  **Explain:** “Your mobile phone can help you if you cannot see it. Three of these ways are:”    • **Magnification (making things bigger on the screen):** “Magnification is a function that makes everything on your phone look larger. Many people use magnification to help them view small things. For people with low vision it makes it possible for them to see what’s on the screen.”  “Michael uses magnification to read the news every day. He finds it easier to read stories with lots of text if the text is 3x normal size.” |

BITESIZE – ACCESSABILITY FEATURES

![Icon

Description automatically generated]()



**BITESIZE - ACCESSABILITY FEATURES**

**BITESIZE – MOBILE MONEY**

* **Making the phone speak aloud:** “’TalkBack’ is when you can listen to your phone without needing to see the screen. When you do something on your phone it will speak to you and tell you what is happening. It will also vibrate to let you know what is happening.”

“Ayesha has always used magnification (making the screen appear larger) on her phone but has found that recently this makes her eyes sore after a few hours and she uses TalkBack when this happens.”

* **Changing colours and contrasts:** “Some people find it difficult to see some colours and contrasts making it difficult to read what is on the screen. You can change the way the colour on the phones look to make it easier to use.”

“Susan uses high contrast display settings to easily read what she is writing when using WhatsApp or email. She finds that she makes fewer mistakes when everything is clearer.”

How Does It Work?

* **Ask** the person what they would like to do with their phone.
* **Trainer** to check whether the trainee’s phone has the accessibility features set up.

BITESIZE – ACCESSABILITY FEATURES

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**BITESIZE – MOBILE MONEY**

What is it?

**Explain:**

“People who ar

Accessibility features for people

who are hard of hearing or deaf

What is it?

****

**Explain:**

“People who are hard of hearing or deaf can use phones

like anybody else as mobile phones have features that

can help.”

|  |  |
| --- | --- |
| **Materials you will need**    Mobile Phone  Diagram  Description automatically generated  Android Posters | **Icon  Description automatically generated**  **What can you use it for?**  **Explain:** “Your mobile phone can help you if you cannot hear it. Three of these ways are:”  Icon  Description automatically generated  • **Amplification:** “If you find it hard to hear what people are saying around you, your Android phone can help. There is something called ‘Sound Amplifier’ that will make sounds clearer for you to hear.”  “Andrew uses ‘Sound Amplifier’ when he is talking to people in the cafe, he finds this allows him to hear what someone is saying much more clearly as it reduces the background noise.” |

BITESIZE – ACCESSABILITY FEATURES

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**BITESIZE – MOBILE MONEY**

• **Captions:** “When your phone is playing a video o



• **Captions:** “When your phone is playing a video or audio, you can turn on ‘captions’. This means you can see the words on the screen of what is being said. It is very helpful when people find it difficult to hear a song or a video.”

“Sandra uses captions in video calls. She often finds that the captions help her to pay attention to the call when the words become difficult for her to hear.”

![A picture containing text, sign, outdoor, clipart

Description automatically generated]()

• **Transcription:** “’Live Transcribe’ is similar to captions. It means that when people are talking you can see text on the screen of what they are saying. For people with a little hearing or no hearing, ‘Live Transcribe’ can be very useful.”

“Sahid connects his hearing aid to his phone which makes speech much clearer and easier for him to understand when talking to his brother and sister through WhatsApp.”

How Does It Work?

* **Ask** the person what they would like to do with their phone.
* **Trainer** to check whether the trainee’s phone has the accessibility features set up.

BITESIZE – ACCESSABILITY FEATURES

**Posters, Cut-outs and  
Info Sheets**



Diagram

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### Changing and

### correcting colours

Try out different   
settings and

see what is better!

**Colour correction**

Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Changing font sizes

**Font size**  
Default

**Display**

Diagram

Description automatically generatedDiagram

Description automatically generated

### Changing display

**Font size**  
Default

**Display**

Diagram

Description automatically generatedDiagram

Description automatically generated

### Turning on ‘Night Light”

**Display**

**Night Light**  
Off

**TURN ON NOW**

Diagram

Description automatically generatedDiagram

Description automatically generated

### Magnification for people with low vision

**Magnify with button**Off

**Magnification**Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Temporary magnification

**Magnification**

**Magnify with triple tap**Off

**Magnification**Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Set up TalkBack

**TalkBack**Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Sound enhancement

**Sound**Volume, vibration

Diagram

Description automatically generatedDiagram

Description automatically generated

### Sound amplification

**Sound Amplifier**Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Set up cations

**Language**Default

**Captions**Off

Diagram

Description automatically generatedDiagram

Description automatically generated

### Set up live transcriptions

Use service

**Live Transcribe**Off

Text

Description automatically generated

**Top tips for communicating  
with customers with a disability**

**Treat adults as adults.** Address people with  
disabilities by their first names only when extending the same familiarity to all others.

**Never pretend to understand;** check with  
the person if you are unclear.

**Do not lean against or hang** on  
someone’s wheelchair or scooter or play  
with a guide dog.

If you offer help, wait until it is accepted.  
Then listen or ask for instructions.

**Relax.** Don’t be embarrassed if you happen to  
use common expressions such as “See you  
later” or “Did you hear about this?” that seem   
to relate to a person’s disability.

Listen carefully to those who have difficulty  
speaking, give them time to finish. If necessary,

Ask questions that require short answers.

**Speak directly** rather than through a  
companion or any sign language interpreter  
who may be present

Text

Description automatically generated

**Supporting customers**

**with a hearing loss**

Many people with a hearing impairment use **hearing aids.** Find out if the person is using an aid and ask how you can help them in using it.

**Be patient, confident and relaxed.**

When in doubt, ask the person with a hearing loss for **suggestions to improve your communication.**

**Use pencil and paper to supplement your communication if necessary.** In a noisy environment, writing down keywords may assist those who are hard of hearing

Reduce background noises where possible, background noises can make listening very difficult.

**Be aware that your face may be in shadow,** and that light behind you might make it harder for the person to learn from your expression.

Feel comfortable to **show facial and body expressions**,

Smiling, pointing etc. all help to communicate.

When giving information, **ask the person if they have understood,** (e.g. “Did that make sense?”)

**Look directly at the person** while speaking and be at the same eye level if possible.

**Speak clearly and at a moderate pace**. Raising your voice volume excessively, and shouting is not helpful.

**Get the persons attention before speaking.** There are many ways of attracting attention – like a gentle touch on the arm. Ask the person for suggestions.

Graphical user interface, text, application

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**Communicating with people   
with vision loss**



**CERTIFICATE**

has completed

**BASIC MOBILE INTERNET SKILLS**

training

Date Signed



**CERTIFICATE**

has completed

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training

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