



# Guide to 2010 ADA Accessibility Standards

*Sponsored by*



**This information is being provided as a GUIDE ONLY**

**Each ATM ISO/Operator should consult with their compliance officer and/or attorney for legal advice on how to comply with ADA Standards.**

**Upgrading to the latest software and testing of all audio headphone jacks are HIGHLY RECOMMENDED.**

---

**Contact NAAIO for more info.**



## 2010 ADA Standards

The U.S. Department of Justice recently issued revised [ADA regulations](#), including changes to its [2010 Standards for Accessible Design](#) that affect ATMs. Details on how the regulations affect ATMs can be found in section 707, [Automatic Teller Machines and Fare Machines](#).

The final regulations, including the 2010 Standards for Accessible Design, went into effect on March 15, 2011 for new ATMs deployed in the United States. However, under a “safe harbor” clause, compliance is not required for new construction and alterations to existing ATMs until March 15, 2012 if implementing the upgrades would result in “an undue financial burden.” **There will be no “safe harbor” for communications elements. ATM owners (financial institutions, ATM ISOs and ATM operators) MUST have a detailed compliance plan in place by March 15, 2011.**

### Important Dates

**ADA Compliance Plans:** March 15, 2011

**Full Compliance Deadline:** March 15, 2012

### New ADA Standards & ATMs

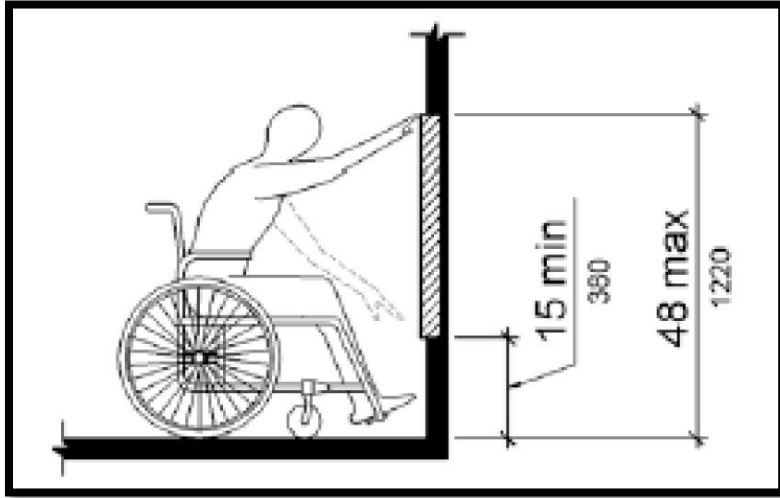
The 2010 ADA standards address both physical access and communication-related elements to make ATMs usable by individuals who are visually impaired as well as those who have mobility challenges.

<b>PHYSICAL ACCESS</b>	<b>COMMUNICATIONS ELEMENTS</b>
<ol style="list-style-type: none"><li>1. Height &amp; Reach</li><li>2. Accessible Route</li><li>3. Floor Space</li></ol>	<ol style="list-style-type: none"><li>1. Speech Capabilities</li><li>2. Input Controls</li><li>3. Numeric Keys</li><li>4. Function Keys</li><li>5. Display Screen</li><li>6. Braille Instructions</li></ol>

## PHYSICAL ACCESS

### 1. Height & Reach Requirements\*\*

To meet the 2010 ADA regulations, the top of the ATM cannot exceed 48 inches in height or be lower than 15 inches above the ground. Operable parts must be placed within the reach ranges.



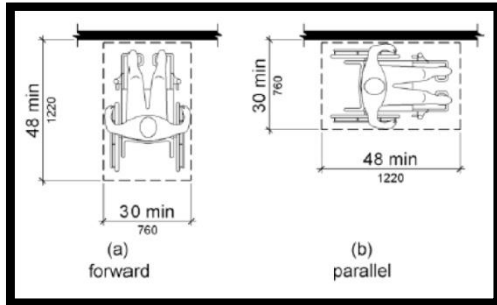
\*\*Please note: **Through-the-wall ATMs that were constructed/installed prior to March 15, 2012** and are in compliance with the original 1991 ADA Accessibility Standards with regard to physical access qualify for “safe harbor” and need not be adjusted to meet the 2010 standards. **There will be no “safe harbor” for stand-alone ATMs or communications elements.**

### 2. Accessible Route

One full unobstructed side of the clear floor or ground space shall adjoin an accessible route or adjoin another clear floor or ground space.

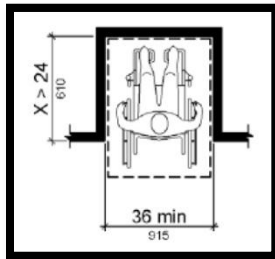
### 3. Floor Space

The clear floor or ground space must be 30 inches by 48 inches minimum. Positioned for either forward or parallel approach, one full unobstructed side of the clear floor space must adjoin an accessible route. **Please be careful to not stack boxes or other items near the ATM.** This action may cause the ATM to be non-compliant.

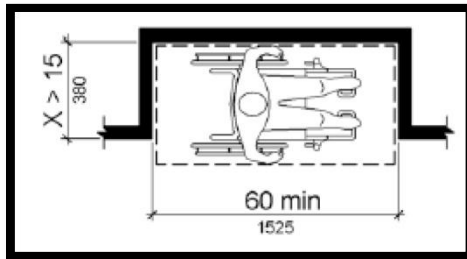


*These regulations do not apply to drive-up ATMs.*

If your clear floor space is located in an alcove or otherwise confined on all or part of three sides, additional maneuvering clearance must be provided.



**Forward Approach Alcoves:**  
Must be at least 36 inches wide by 24 inches.



**Parallel Approach Alcoves:**  
Must be at least 60 inches wide by 15 inches minimum.

## COMMUNICATIONS ELEMENTS

### 1. Speech Capabilities

The new ADA regulations mandate that ATMs must be speech enabled in order to accommodate the visually impaired and those with mobility challenges as these individuals cannot effectively block the ATM screen with their bodies for privacy.



*Advertisements and other similar information are not required to be audible unless they convey information that must be used in the transaction process.*

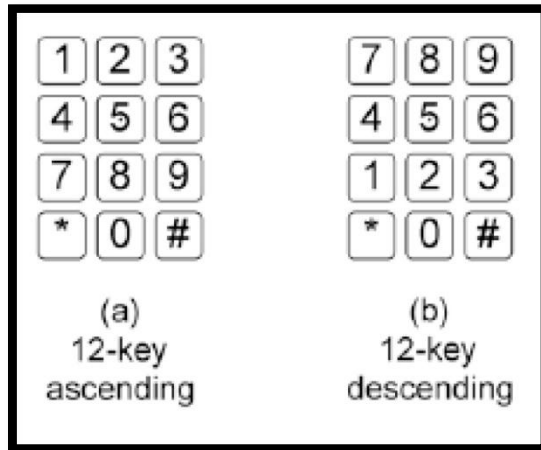
### 2. Input Controls

Under the new ADA regulations, at least one tactilely discernible input control shall be provided for each function. Where provided, key surfaces not on active areas of display screens, shall be raised above surrounding surfaces. Where membrane keys are the only method of input, each shall be tactilely discernible from surrounding surfaces and adjacent keys.



### 3. Numeric Keys

Numeric keys must be arranged in a 12-key ascending or descending telephone keypad layout in order to meet new ADA regulations. The number five key shall be tactilely distinct from the other keys.



### 4. Function Keys

To meet new ADA regulations, function keys must contrast visually from background surfaces. Characters and symbols on key surfaces shall contrast visually from key surfaces, and visual contrast shall be either light-on-dark or dark-on-light.

Function key surfaces shall have tactile symbols as follows:

- **Enter or Proceed Key:** raised circle
- **Clear or Correct Key:** raised left arrow
- **Cancel Key:** raised letter x
- **Add Value Key:** raised plus sign
- **Decrease Value Key:** raised minus sign

## 5. Display Screen

The display screen must be visible from a point located 40 inches above the center of the clear floor space in front of the machine. *Drive-up ATMs are excluded from these regulations.*

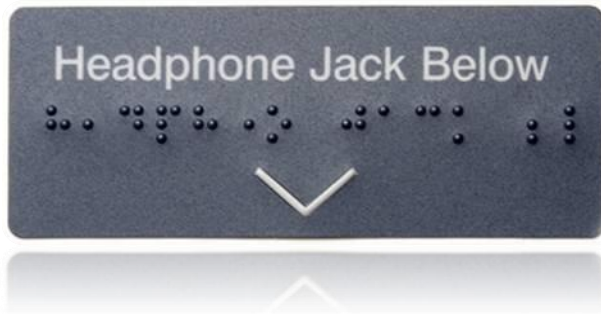


### Screen Characters

- Characters displayed on the screen must be in a sans serif font.
- Characters should be 3/16 inch high minimum based on the uppercase letter “I”.
- Characters must contrast with their background with either light characters on a dark background or dark characters on a light background.

## 6. Braille Instructions

Braille instructions for initiating the speech mode must be affixed to ATMs in order to be in compliance with new ADA regulations.





## **ADDITIONAL ADA RESOURCES**

### **Architectural & Transportation Barriers Compliance Board**

[www.access-board.gov](http://www.access-board.gov)

### **U.S. Department of Justice**

[www.usdoj.gov/crt/ada](http://www.usdoj.gov/crt/ada)

- Enforcement updates
- Compliance checklist

### **Toll-Free ADA Information Line: 1-800-514-0301**





- Answers to general & technical questions
- Order technical assistance materials

### **American Bankers Association**

[www.aba.com](http://www.aba.com)

Nessa Feddis, Senior Counsel

# Diebold ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
<p><b>ATMs Running on OS2 Platform</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available.</p>	<p>Replace ATM</p>
 <p><b>IO Series Models</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available.</p>	<p>Replace ATM</p>
 <p><b>i Series Models</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available</p>	<p>Replace ATM</p>
 <p><b>ix Series Models</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available</p>	<p>Replace ATM</p>
 <p><b>Opteva® Models</b></p>	<p>Most Opteva models meet ADA Regulations</p> <p>Early models such as the 520, 560, 720, 740 &amp; 760 may not have come with headphone jacks or be running software that allows text to speech</p>	<p>Upgrade ATM</p>






**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**





# Fujitsu ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
Fujitsu ATMs	Does not meet ADA requirements. No Upgrade Kits Available.	Replace ATM

This information is provided as a **GUIDE ONLY**.  
Each ATM should be researched to find the best possible ADA upgrade path.



# GRG ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>E300L Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>H22N Drive Up Models</b></p>	<p>Meets all ADA height and audio requirements, if installed properly.</p>	
 <p><b>H22N Lobby Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>H38D</b></p>	<p>Meets all ADA height and audio requirements, if installed properly.</p>	
 <p><b>H38N Drive Up Models</b></p>	<p>Meets all ADA height and audio requirements, if installed properly.</p>	

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>H38N Lobby Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>H46N Island Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>H68N Drive Up Recycler</b></p>	<p>Meets all ADA height and audio requirements, if installed properly.</p>	
 <p><b>H68N Lobby Recycler</b></p>	<p>Meets all ADA height and audio requirements.</p>	

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**





# Greenlink ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>C-1000, T-1000 &amp; U-1000</b></p>	<p>Greenlink C-1000, T-1000 &amp; U-1000 series ATMs do not meet ADA requirements.</p> <p>No Upgrade Kits Available.</p>	<p>Replace ATM</p>
 <p><b>All Other Models</b></p>	<p>All other model Greenlink series ATMs can be upgraded to meet ADA requirements.</p>	<p>Upgrade ATM</p>

\* \*Please note: Greenlink no longer manufactures ATMs. Wellington Technologies has purchased the manufacturing rights.



**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**

# Hantle ATMs





ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>1700 Series</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>1700W Series</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>C4000 Series</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>C4000 Series</b></p>	<p>Meets all ADA audio requirements and height requirements, if installed properly.</p>	






**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**




# NCR ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
<p><b>ATMs Running on OS2 Platform</b></p>	<p>Does not meet ADA audio requirements.  <i>**Host will have to download file for text to speech</i></p>	<p>Upgrade to AptusEdge            Turn on Text to Speech</p>
<p><b>ATMs without Private Audio Lead Thru Jacks</b></p>	<p>Does not meet ADA audio requirements.</p>	<p>Audio Upgrade Kit            Upgrade to AptusEdge            Turn on Text to Speech</p>
<p>  <b>SelfServ™ Models</b></p>	<p>Compliant with ADA height requirements.            Most of the newer units should meet audio requirements.</p>	<p>Audio Upgrade Kit            Upgrade to AptusEdge            Turn on Text to Speech</p>
<p>  <b>Personas M Series</b></p>	<p>Compliant with ADA height requirements.            Does not meet ADA audio requirements.</p>	<p>Audio Upgrade Kit            Upgrade to AptusEdge            Turn on Text to Speech</p>
<p><b>Personas 5300 Models</b></p>	<p>Does not meet ADA requirements.            No Upgrade Kits Available</p>	<p>Replace ATM</p>
<p><b>Personas 5500 Models</b></p>	<p>Does not meet ADA audio requirements.            Upgrade Kits Available</p>	<p>Replace ATM</p>








ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Personas 5600 Models</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available</p>	<p>Replace ATM</p>
<p><b>Personas 5700 Models</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available</p>	<p>Replace ATM</p>
 <p><b>EasyPoint 53, 55 &amp; 57</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available.</p>	<p>Replace ATM</p>
 <p><b>EasyPoint 3800</b></p>	<p>Compliant with ADA height requirements. Audio hardware software will need to be upgraded. Software release date set for 2012.</p>	<p>Upgrade Software</p>
 <p><b>Tidel SC Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>




ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Tidel TD Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel IS800 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel IS1000 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel IS2000 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel 3100 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Tidel 3300 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3400 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3700 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**





# Nautilus Hyosung ATMs






ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Nano Cash</b></p>	<p>Does not meet ADA regulations.  <i>*Sold by Tranax in the U.S.</i></p>	<p>Replace ATM</p>
 <p><b>Mini-Bank 1000 Series</b></p>	<p>Meets all ADA height requirements.            Does not meet regulations for voice guidance.  <i>*Sold by Tranax in the U.S.</i></p>	<p>Upgrade ATM</p>
 <p><b>Mini-Bank 1500 Series</b></p>	<p>Meets all ADA height and audio requirements.  <i>*Sold by Tranax &amp; Nautilus Hyosung in the U.S.</i></p>	
 <p><b>1800 Series Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>Mini-Bank 2100 Series</b></p>	<p>Meets all ADA height requirements.            Does not meet regulations for voice guidance.  <i>*Sold by Tranax in the U.S.</i></p>	<p>Upgrade ATM</p>

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Mini-Bank 2200 Series</b></p>	<p>Meets all ADA height requirements. Does not meet regulations for voice guidance. <i>*Sold by Tranax in the U.S.</i></p>	<p>Upgrade ATM</p>
 <p><b>2700 Series Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>Monimax Series Models</b></p>	<p>Meets all ADA height and audio requirements.</p>	

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**






# Tidel ATMs (Tidel is owned by NCR EasyPoint)

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Tidel SC Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel TD Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel IS800 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>
 <p><b>Tidel IS1000 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	<p>Replace ATM</p>

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Tidel IS2000 Model</b></p>	<p>Does not meet ADA requirements. No Upgrade Kits Available. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3100 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3300 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3400 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	
 <p><b>Tidel 3700 Model</b></p>	<p>Meets all ADA height and audio requirements. *Tidel is owned by NCR EasyPoint</p>	

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**





# Tranax ATMs (Manufactured by Nautilus Hyosung)





ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Nano Cash</b></p>	<p>Does not meet ADA regulations.</p>	<p>Replace ATM</p>
 <p><b>Mini-Bank 1000 Series</b></p>	<p>Meets all ADA height requirements. Does not meet regulations for voice guidance.</p>	<p>Upgrade ATM</p>
 <p><b>Mini-Bank 1500 Series</b></p>	<p>Meets all ADA height and audio requirements. <i>*Also sold by Nautilus Hyosung in the U.S.</i></p>	
 <p><b>Mini-Bank 2100 Series</b></p>	<p>Meets all ADA height requirements. Does not meet regulations for voice guidance.</p>	<p>Upgrade ATM</p>
 <p><b>Mini-Bank 2200 Series</b></p>	<p>Meets all ADA height requirements. Does not meet regulations for voice guidance.</p>	<p>Upgrade ATM</p>

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**



# Triton ATMs



ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Triton 8100</b></p>	<p>8100 models do not include a Braille decal identifying the location of the audio jack.</p> <p>8100s shipped prior to April 2004, do not meet the ADA speech regulations.</p>	<p>Add Braille Decal</p> <p>Upgrade Kit Available</p>
 <p><b>Triton 9100</b></p>	<p>9100 models do not include a Braille decal identifying the location of the audio jack.</p> <p>9100s shipped prior to April 2004, do not meet the ADA speech regulations.</p>	<p>Add Braille Decal</p> <p>Upgrade Kit Available</p>
 <p><b>Triton 9600</b></p>	<p>9600s purchased prior to December 2000, exceed the 48" height regulation and must be replaced</p> <p>9600 purchased after December 2000, do not meet the audio speech ADA regulations</p>	<p>Replace ATM</p> <p>Upgrade Kit Available</p>
 <p><b>Triton 9700</b></p>	<p>9700 models do not include a Braille decal identifying the location of the audio jack</p>	<p>Add Braille Decal</p>

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Triton Mako</b></p>	<p>Does not meet ADA regulations. No upgrade kit available.</p>	<p>Replace ATM</p>
 <p><b>Triton RL2000</b></p>	<p>Meets all ADA height and audio requirements.</p>	
 <p><b>Triton RL5000</b></p>	<p>RL5000s purchased between July 2003-Feb. 2008, do not include a Braille decal identifying the audio jack</p> <p>RL5000s purchased after February 2008, meet all ADA compliance regulations</p>	<p>Add Braille Decal</p>
 <p><b>Triton RL5000<sup>XP</sup></b></p>	<p>RL5000xp models purchased between Dec. 2004 and March 2008, do not include a Braille decal</p> <p>RL5000xp models purchased after March 2008, meet all ADA regulations</p>	<p>Add Braille Decal</p>

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Triton RT2000</b></p>	<p>Meets all ADA audio requirements and height requirements, if installed properly.</p>	
 <p><b>Triton FT5000</b></p>	<p>Meets all ADA audio requirements and height requirements, if installed properly.</p>	
 <p><b>Triton FT5000<sup>XP</sup></b></p>	<p>Meets all ADA audio requirements and height requirements, if installed properly.</p>	
 <p><b>Triton FT7000</b></p>	<p>Meets all ADA audio requirements and height requirements, if installed properly.</p>	


**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**

# Wincor Nixdorf ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>Wincor Nixdorf ATMs</b></p>	<p>All Wincor Nixdorf ATMs, except the 2100 model series, meet ADA regulations for height.</p> <p>All Wincor Nixdorf ATMs can be upgraded to meet ADA audio requirements.</p>	<p>Install ProCash Software, Web-Extensions &amp; Via Voice</p>
 <p><b>2100 Series</b></p>	<p>2100 models do not meet ADA height requirements. The print out must be modified to extend out to 48"</p>	<p>Upgrade ATM</p>

**This information is provided as a GUIDE ONLY. Each ATM should be researched to find the best possible ADA upgrade path.**

# WRG ATMs

ATM Model	Current Specifications & ADA Regulations	Upgrade / Replace
 <p><b>WRG ATMs</b></p>	<p>ATMs with CPU hardware version 4.8 or above and serial numbers beginning with 2009-715-xxx (manufactured after 4/1/08) and 2009-415-xxx (manufactured after 6/8/09) meet ADA audio requirements and height requirements.</p>	<p>Non-compliant CPUs can be replaced.</p>

**This information is provided as a GUIDE ONLY.  
Each ATM should be researched to find the best possible ADA upgrade path.**

## ABOUT THE SPONSOR

**ADA UPGRADE KITS, PARTS & SUPPLIES** | [www.ATMSupply.com](http://www.ATMSupply.com)

Jennie Webb  
1.888.357.8472 ext. 219  
[Jennifer@KahunaWorld.com](mailto:Jennifer@KahunaWorld.com)

Becky Godbey  
1.888.357.8472 ext. 205  
[Becky@KahunaWorld.com](mailto:Becky@KahunaWorld.com)



### ATM SERVICE

Mike Melzer  
1.888.357.8472 ext. 224  
[Mike@KahunaWorld.com](mailto:Mike@KahunaWorld.com)

**ATM EQUIPMENT SALES** | [www.KahunaCentral.com](http://www.KahunaCentral.com)

Greg Bojan  
1.888.357.8472 ext. 227  
[Greg@KahunaWorld.com](mailto:Greg@KahunaWorld.com)

Koury Mohr  
1.888.357.8472 ext. 208  
[Koury@KahunaWorld.com](mailto:Koury@KahunaWorld.com)

Pamela Philipps  
1.888.357.8472 ext. 206  
[Pamela@KahunaWorld.com](mailto:Pamela@KahunaWorld.com)

## ADA Guide

Sponsored by



**Proud board member of NAAIO**

*“Kahuna ATM Solutions is the ATM Industry’s ONLY Business Services Company Dedicated to the Success and Profit Maximization of ISOs and Operators.”*

A pioneer in the industry since 1995, Kahuna ATM Solutions has been recognized as a trusted industry leader for over a decade. Kahuna’s current affiliate network of independent Distributors and Operators contracts for the processing and management of more than 13,000 ATMs across the United States; accounting for over 36 million transactions annually.

Visit us online at  
[www.KahunaATM.com](http://www.KahunaATM.com) or call  
1-888-357-8472 to learn more.