

Customer Question

This command is used to direct the device to display up to ten (10) lines of display text, before scrolling, and prompt for response according to button labels (default NO/YES) or emojis. Scroll box text display is introduced beyond ten lines.

Rules

The CUST_QUESTION command is intended for non-payment purposes and is to be used outside of a payment transaction.

Note

- BUTTON_INNER_TEXT_MIDDLE field is applicable to all devices, and DISPLAY_IMG_TOP field is applicable only to M400, M440, M424 devices.
- For M400, M440, M424 devices, Customer Question screen header will display `title_logo.png` (**example: Verifone logo**), if image file is provided in the configuration or solution. If the image file is not provided then nothing will be displayed on top.
- The background image of the Customer Question command screen can be customized using `custquestionimage.png` file. Refer to [Customizing Media Files for Device Commands](#) for more details.

Configuration Parameters

Following are the configuration parameter which affect the operation

- CUSTQUESTIONFONTCOL

Message Interface

Refer to the below Protocol section for the command fields description and examples.

- [CUSTOMER_QUESTION](#)