



Albert Accessibility Customer Guide:

Making a payment in Accessible Mode: Tipping not enabled - Transcript

Using text-to-speech technology, Albert has an Accessible Mode for customers who are blind or have vision loss. Here is a guide to using the accessibility features on Albert where tipping is not enabled.

Inform the merchant that you wish to use Accessible Mode. The Accessible Mode uses gestures for PIN entry. If you are not familiar with the PIN entry gestures, ask the merchant to provide you with instructions.

There are three ways that Accessible Mode can be turned on. You can plug in the headphones if you use them. Accessibility Mode will immediately turn on when your headphones are inserted into the jack at the base of the terminal.

Second, you or the merchant can swipe up from the bottom of the screen to the top of the screen with two fingers. This is the recommended method.

Third, the merchant can turn on Accessible Mode at the Merchant Context Menu.

The merchant can also activate Accessible Mode after the payment amount is entered by pressing the eye icon. Please note, if this option is selected, text-to-speech will only read the transaction total if you choose the Complete Transaction accessibility option from the three Accessibility options available upon entering Accessible Mode. If the other options are selected, for transactions over \$100 the total will only be read out on the PIN Entry screen, whilst for transactions under \$100 the total will be read out after the transaction is completed.

The eye icon option is also available at the Account Selection screen. In this case for transactions over \$100 the total will only be read out at the PIN entry screen.

For more information go to commbank.com.au/merchantsupport