

# CommBank Smart Terminal

## Methods to activate accessibility mode.

CommBank Smart terminal – methods to activate accessibility mode.

This video explains how merchants and customers can activate accessibility mode.

Before we do that, let's get a feel for the device. It's about 18cm long, weighs half a kilo and has a touch screen. When the terminal is facing you, there are two buttons on each side; the left control the volume of the device. And on the right, the top button enables the Accessibility mode, and the bottom is the power/sleep button. There is also a 3.5mm headphone jack at the top right hand side corner.

Finally, there are raised dots around the border of the touch screen which act as tactile indicators to navigate around the screen and assist with PIN entry on the touch screen. Accessible PIN entry allows visually-impaired and blind customers to enter their PIN themselves without disclosing the PIN to the Merchant.

We will now discuss the 3 methods to activate accessibility mode. All 3 are available on every CommBank Smart terminal.

The first method to activate accessibility mode is to double tap the touch screen when the payment screen is displayed. Once the screen is double tapped, this will enable voice assist mode which will read out the dollar amount on screen and speak through the payment process.

The second method to activate accessibility mode is to press-and-hold the upper of the two buttons on the right side of the terminal. The button has a raised tactile indicator. Pressing this button will enable voice assist to aid the customer through the payment process.

The third method to activate accessibility mode is to tap the yellow icon on the touch screen. This option showcases the various assistance functions. The first option is to change the colour of the screen and increase the font size, the second function is text to speech audio for visually impaired and the third is training for the merchant or customer.

Please continue to watch our other videos to learn how you can process a payment and how customers can enter their PIN using the various accessibility modes.