

# CommBank Smart Terminal

Accessibility mode: payments via swiping or inserting card by pressing the side button method.

CommBank Smart terminal – Accessibility mode: payments via swiping or inserting card by pressing the side button method.

To activate accessibility mode via pressing the button on the right-hand side and how a customer can process a payment by swiping or inserting their card.

This method has been designed to assist customers with a tremor condition or customers who do not find double tapping the touch screen suitable for their needs.

As a result, the right hand side button will be used frequently in this method. Think of this button as an 'OK' button.

To activate accessibility mode, press the top button on the right hand side of the terminal. Once this button is pressed, this will enable voice assist mode which will read out the dollar amount on screen and speak through the payment process.

"Total amount is fifteen dollars, zero cents. Please present your card. Insert at the top. Swipe below. Or tap the card on the screen."

The card should then be inserted into the top of the terminal

The terminal will then instruct the customer to swipe through payment account options via a left and right swipe motion until the preferred account option is spoken out. Please listen to how the terminal will speak through these options.

"Please select card application. Swipe left or swipe right to hear available card applications. When you hear the desired option, double tap to select. EFTPOS CHQ. Showing. EFTPOS SAV. Showing. Debit Mastercard. Showing."

When the preferred account option is spoken out for the customer, press the top right hand button on the right side of the terminal to confirm the payment method.

"Debit Mastercard. Selected."

The terminal will then instruct the customer how to enter their PIN.

"Please enter your PIN."

For a more detailed explanation on how to enter PIN, please watch our video on "Using tactile indicators to enter a PIN".