

CommBank Smart Terminal

Using tactile indicators to enter a PIN.

CommBank Smart terminal – Using tactile indicators to enter a PIN

To enter a PIN using accessibility mode and navigating the screen using the tactile indicators.

To activate accessibility mode, there are three methods. Please refer to our other videos.

Once the customer inserts their card, selects their preferred payment account - "Selected." - and is instructed to enter their PIN, - "Please enter your PIN." - the audio from the terminal will explain the steps. If the customer is familiar with using PIN entry mode, they can commence entering their PIN before the audio ends.

"PIN pad has telephone layout with 1, 2, 3 at the top and CANCEL, 0, OK at the bottom of the screen. Tactile bumps surround the screen border indicating every column and row of the PIN pad. The screen will be blank. To find digits, start from one of the tactile bumps and move one finger vertically or horizontally, until you hear a beep or the words CANCEL or OK. To find additional digits, move your finger around the keypad and listen for the beeps. To select a digit, lift your finger, then tap two times using one finger on the screen and listen for the acceptance sound. If you are not sure you found the right digit, do not double tap the screen. Simply start searching from the corner again. The terminal will announce when you have entered four digits. To finish and pay, select OK at the bottom right and double tap towards the centre of the screen. To abort transaction, select CANCEL at the bottom left and double tap towards the centre of the screen."

The Accessible PIN entry screen is blank as it allows visually-impaired and blind customers to enter their PIN themselves without having to disclose the PIN to the Merchant.

There are 3 indicators at the top and bottom of the screen. And there are 4 indicators on both sides of the screen. These indicators help customers navigate the location of a standard keypad. The top row includes numbers 1,2,3. The second row down has 4,5 and 6. Third row, 7,8 and 9. And zero is the middle of the fourth row.

In this video, we will enter in the PIN 6847 to demonstrate.

To enter the pin 6847, navigate to the second row down using indicators and third column across to locate 6. To confirm the digit either double tap the digit on touch screen or press the button on right hand side (pending how accessibility mode was activated). To enter in the digit 8, drag your finger towards where 8 is located on the keypad. You will notice that when a new key tile is reached, a beep will sound. Once the PIN entry is complete, the customer can navigate to the OK button (in the bottom right corner) and double-tap anywhere on the screen or press the tactile button to confirm.

The customer will receive audio feedback whether the PIN entered is correct.

If the customer wishes to obtain a copy of the receipt, they have the option of either obtaining a tangible copy or an email version. To print out a receipt, simply select "Print".