

# CommBank Smart Terminal

Accessibility mode: payments via swiping or inserting card using the double tap method.

CommBank Smart terminal – Accessibility mode: payments via swiping or inserting card using the double tap method.

To activate accessibility mode via the double tap method and how a customer can process a payment by swiping or inserting their card.

To activate accessibility mode, double tap the touch screen when the payment screen is displayed. Once the screen is double tapped, it 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 they find the preferred account option. 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, double tap the screen. This will 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”.