CommBank Smart Terminal

Accessibility mode: payments via swiping or inserting card by tapping the yellow icon.

CommBank Smart terminal – Accessibility mode: payments via swiping or inserting card by tapping the yellow icon. To activate accessibility mode via tapping the yellow icon on the screen.

This method is suitable for customers with who require larger font or a different display colour. This method is also suitable for merchants to activate accessibility mode on behalf of a customer.

To activate this function, tap the yellow icon on the payment screen. Once tapped, the screen will present three options.

The first option on this on this menu is to change the display colour and increase the font size. The second option is text to speech for visually impaired customers. The last option is training for the merchant or customer.

Let's take a look at the first option in more detail. This option enlarges the text and presents options to change the terminal's display colour. If a customer picks one of these options, it will increase the font and change the colour of the screen for when they process their payment and enter their PIN. Let's go through an example of changing the background colour to yellow. "Tap to choose colour." The PIN keypad will increase in font size and the background will change to yellow.

The second accessibility feature on this home screen is text to speech for customers who may not be able to see or read the dollar amount on the screen. To activate this option, tap this part of the screen. The terminal will then read out the dollar amount of the payment.

"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 options via a left and right swipe motion until they find the preferred 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 option is spoken out for the customer, double tap the screen. This will confirm the payment method.

"Debit Mastercard. Selected."

The customer will then be instructed 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".