

BANK OF MELBOURNE ASSISTANCE MODE TRANSCRIPT

Hana: Hello and welcome to our tutorial video, to guide you through how to pay using our EFTPOS Now terminal's assistance mode. So, you can make your next transaction securely and confidently. Let's get started.

MVO: Imagine you've just finished a delicious meal in a café, and you are colour-vision impaired, have low vision, or may require assistance to make your transaction.

You've asked for the bill. The waiter brings over an EFTPOS terminal with the flat screen.

Merchant: How was everything?

Customer: Delicious.

Merchant: Paying by card?

Customer: Yes

MVO: The waiter types in the purchase amount on screen and selects Purchase.

The terminal will play an accessibility chime periodically at the Present Card screen, so you know the terminal has the assistance function available.

STEP 1. HOW TO ACTIVATE ASSISTANCE MODE. TAP THE YELLOW ICON.

You, or the cashier can activate assistance mode by tapping the yellow navigator eye icon with one finger.

STEP 2. SELECT THE COLOUR / LARGE TEXT OPTION.

Then you tap the screen to select the Colour slash Large Text option.

Next you choose the contrast colour that assists you best.

You can choose between white text on black background. Black text on yellow background. Black text on white background. White text on blue background.

Tap the colour option that you want to appear on screen throughout the transaction.

The screen will talk to you with audio prompts.

And the colours of the keypad will be in your chosen colour throughout the transaction.

HOW TO ADJUST THE VOLUME.

To change the volume of the voice prompts, use the volume buttons located on the middle-left side of the terminal, below the power button. Or connect your headphones to the headphone jack above those volume buttons on the terminal.

If you choose to insert or swipe your card, the EFTPOS terminal will ask you to choose the account type, for your card.

STEP 3. ENTERING YOUR PIN.

Then an audio prompt will ask you to enter your PIN.

For enhanced visibility the PIN entry keypad is full screen, and numbers are displayed in a large font, in your selected colour.

Once the transaction has been processed, the terminal screen will display, and let you know by voice prompt, if the transaction has been approved or declined.

If the transaction is declined or you enter an incorrect PIN, you can enter it again by repeating these steps. You have up to three attempts.

STEP 4. FINALISING YOUR TRANSACTION.

If your card was inserted in the terminal, it will beep until you remove your card.

Then you can select your preferred receipt option: Email or printed receipt.

Merchant: Here's your receipt, thanks for dropping in.

Customer: I'll be back for that sandwich, for sure.

Merchant: Fantastic, have a great day.

Hana: That is the end of the assistance mode tutorial. We hope you found it helpful.

MVO: To find out more about access and inclusion please visit bankofmelbourne.com.au/accessibility

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