

ATM Adaptation for Blind & Visually Impaired People



Bilindness facts

- Worldwide, 285 million people are visually impaired
- of these, 39 million people are blind
- and 246 million people have low vision
- Overall ~7% of population has a limited sight
- About 90% of blind people live in low-income countries
- The lower economy means higher percentage of blindness
- 65% of visually impaired people are over 50 years of age



What does it mean for a Financial Institution?

- Most visually impaired people have no or low computer literacy and are limited to use the internet
- Even those who use PC and internet with screen reading software have problems while reading and understanding tabled data, such as balance, bills, etc.
- This causes delayed payments and, as a result, financial problems
- Talking ATM, as a main point of access to the financial services for blind & visually impaired people, may attract up to 7% of population and up to 20% including family members



Improved cashpoint accessibility with new Talking ATM

We are pleased to offer you Talking ATM hardware and software solution that enables visually impaired customers to use cash machines without anybody help.

Talking ATM provides spoken instructions in private and prompt the user at every stage of the transaction (cash withdrawal, balance enquiry and PIN services).

Usage of the high contrast graphic user interface also helps customers with low vision.



**Lithuanian
Association
of the Blind
and Visually
Handicapped**

Key benefits of our Talking ATMs

Talking ATM software solution was developed with the help and consultancy of the Lithuanian Blind and Visually Handicapped Association and for the most convenient user experience.

Talking ATM is guiding customers through the interaction process, while operation controls switch from the soft-keys to the keypad.

The following links will give you an overview of the similar solutions:

https://www.youtube.com/watch?v=_i68t-lt9U8

<https://www.youtube.com/watch?v=eXcBoTPO5PA>

How does it work?



1. A headset jack made by “easy to find” concept: it is popped out, and placed to the right from the PIN-pad and the special keys



2. Instructions on how to use our ATMs are played automatically after the earphones are inserted into the audio jack, guiding the client step-by-step through the entire process



3. There are special keys to control the activities to the right of the PIN-pad:
 - **Cancel** - with the universal tactile shape 'X'
 - **Clear** - with the universal tactile shape '<'
 - **Empty** - reserved
 - **Enter** - with the universal tactile shape 'O'

Additional options may include

- High contrast graphic user interface
- Card - based mode switch for the visually impaired people
- The ATM may also be equipped with an alert signal, which simplifies the search of an earphone jack – and the unit itself!
- Stickers in your brand colors with texts in your language and Braille



Composition of the solution

For the whole project:

- Development of ATM operation scenario with voice over
- ATM screens conversion to HTML5 format: text + audio

For each self-service device:

- Headphone jack
- ProTopas/Web-Extensions software

Prerequisites for the solution: the following or later versions of the software must be installed on each self-service device:

- Windows 7
- ProChip 3.1
- ProCash 3.1
- ProBase 1.2

**Thank you
for your attention**

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