

**707.3 Operable Parts.** *Operable parts* shall comply with 309. Unless a clear or correct key is provided, each *operable part* shall be able to be differentiated by sound or touch, without activation.

**EXCEPTION:** Drive-up only automatic teller machines and fare machines shall not be required to comply with 309.2 and 309.3.

**707.4 Privacy.** Automatic teller machines shall provide the opportunity for the same degree of privacy of input and output available to all individuals.

**Advisory 707.4 Privacy.** In addition to people who are blind or visually impaired, people with limited reach who use wheelchairs or have short stature, who cannot effectively block the ATM screen with their bodies, may prefer to use speech output. Speech output users can benefit from an option to render the visible screen blank, thereby affording them greater personal security and privacy.

**707.5 Speech Output.** Machines shall be speech enabled. Operating instructions and orientation, visible transaction prompts, user input verification, error messages, and all displayed information for full use shall be *accessible* to and independently usable by individuals with vision impairments. Speech shall be delivered through a mechanism that is readily available to all users, including but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized.

**EXCEPTIONS:** 1. Audible tones shall be permitted instead of speech for visible output that is not displayed for security purposes, including but not limited to, asterisks representing personal identification numbers.

2. Advertisements and other similar information shall not be required to be audible unless they convey information that can be used in the transaction being conducted.

3. Where speech synthesis cannot be supported, dynamic alphabetic output shall not be required to be audible.

**Advisory 707.5 Speech Output.** If an ATM provides additional functions such as dispensing coupons, selling theater tickets, or providing copies of monthly statements, all such functions must be available to customers using speech output. To avoid confusion at the ATM, the method of initiating the speech mode should be easily discoverable and should not require specialized training. For example, if a telephone handset is provided, lifting the handset can initiate the speech mode.

**707.5.1 User Control.** Speech shall be capable of being repeated or interrupted. Volume control shall be provided for the speech function.

**EXCEPTION:** Speech output for any single function shall be permitted to be automatically interrupted when a transaction is selected.

**707.5.2 Receipts.** Where receipts are provided, speech output devices shall provide audible balance inquiry information, error messages, and all other information on the printed receipt necessary to complete or verify the transaction.

**EXCEPTIONS:** 1. Machine location, date and time of transaction, customer account number, and the machine identifier shall not be required to be audible.