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ATM

Connecting headphones to an ATM

To launch the app for the blind, INSERT HEADPHONES into the headphone slot on the bottom right of the keyboard. There is a horizontal row of three round elements. On the far left is the headphone input, in the middle you'll feel the raised headphone symbol and on the far right is a round button to control the volume.

Listen to the introductory information about the keyboard layout.

Inserting the card into the slot interrupts the playback of the introductory information.

Insert the headphones first and then insert the credit card.

Keyboard layout on ČSOB ATMs

Use the numeric keypad 0 to 9 located below the screen to operate the ATM. On the left part of the keyboard, there are digits 0 to 9, on the right part, going from top to bottom, there are 4 buttons - STOP / MAKE CORRECTION/ HELP/ OK.

- The STOP button is used to cancel the transaction and remove the card.
- The MAKE CORRECTION button is used to correct the entered option.
- The HELP button is used to repeat the action on the screen.
- The OK button is used to confirm the entered option.

Inserting your card into an ATM

INSERT CARD into the slot right below the screen.

For security reasons, you cannot log in contactlessly. The card must always be inserted into the ATM.

After inserting the card, the ATM monitor goes dark, you cannot see the ongoing activity on the ATM.

Entering the PIN

When prompted, ENTER your PIN and press the OK button

- Cover your keypad when entering your PIN.
- You have 30 seconds to enter your PIN.
- To correct, press the MAKE CORRECTION button.

Main menu and transaction selection

After successfully logging in, you will be taken to the MAIN MENU; now select the TRANSACTION TYPE:

To withdraw cash, press 1.

To enquire about the remaining balance, press 2.

To top up your O2 mobile operator card, press 3.

To change your PIN, press 4.

Cash withdrawal

You have selected cash withdrawal.

To withdraw CZK 1,000, press 1

To withdraw CZK 2,000, press 2

To withdraw CZK 3,000, press 3

To withdraw CZK 4,000, press 4

To withdraw CZK 5,000, press 5

To select a different amount, press 6

- If you selected ANOTHER AMOUNT, enter it on the numeric keypad. A maximum of CZK 80,000 can be withdrawn. The amount must be a multiple of 100.
- After you enter the amount, the ATM will display it for you again.
- Press the OK button to confirm and the MAKE CORRECTION button to make changes.

Need to print a receipt for your withdrawal? All withdrawal information can also be found in your online/mobile banking and on your account statement.

If you would like a receipt, press 1; if you don't need a receipt, press 2.

Please wait, your CASH IS BEING PROCESSED. If you have insufficient funds on your account, the ATM will inform you that your LIMIT HAS BEEN EXCEEDED. If you wish to CONTINUE WITH THE TRANSACTION, press 1 for YES or 2 for NO when prompted.

When prompted, you can REMOVE YOUR CARD. You have a total of 30 seconds to remove your card; after this time, the ATM will withhold the card. After the first 15 seconds, the card will go in and out to draw your attention.

When prompted, you can REMOVE CASH. A voice prompt informs you of the number of notes issued. Remove the cash below the screen. Cash must be withdrawn within 60 seconds; if you fail to do so, the ATM will pull the notes back in and you must file a claim to get your cash back.

If you selected the option of a paper RECEIPT, PLEASE TAKE IT. The receipt slot is above the card slot.

Wait for the prompt that YOUR TRANSACTION HAS BEEN COMPLETED.

Remaining balance

You have selected Remaining Balance

1. Would you like to PRINT the remaining balance on a paper receipt?

Press 1 for yes; press 2 for no.

You have selected YES - the ATM will display your remaining balance. Take your receipt. The receipt slot is on the left below the screen.

You have selected NO - the ATM display your remaining balance.

2. Would you like to proceed with another transaction?

For yes press 1; for no press 2.

You have selected YES - the ATM will return you to the main menu and prompt you to select a new transaction:

To withdraw cash, press 1.

To enquire about the remaining balance, press 2.

To top up your O2 mobile operator card, press 3.

To change your PIN, press 4.

You have selected NO - the transaction is complete. Please remove your card from the slot on the right below the screen.

Topping up O2 mobile operator cards

You have selected O2 Mobile top-up

1. Enter the phone number you want to top up. The phone number must be 9 digits long.
2. To confirm, press OK; to make a change, press make correction.
3. The ATM will repeat the phone number you entered.
4. To confirm, press OK; to make a change, press make correction.
5. Enter the phone number to which you wish to receive the confirmation. The phone number must be 9 digits long.
6. To confirm, press OK; to make a change, press make correction. To skip, press the key to the right of the zero.
7. The ATM will repeat the phone number you entered.
8. To confirm, press OK; to make a change, press make correction.
9. Now select the amount

To top up CZK 200, press 2.

To top up CZK 300, press 3.

To top up CZK 500, press 5.

To top up CZK 900, press 9.

To change the amount, press 1.

10. Please stand by, transaction in progress.

Change PIN

You have selected Change PIN

1. **Enter a new PIN** and press OK. To correct, press MAKE CORRECTION. Press STOP to exit. Cover your keypad when entering your PIN.
2. **Repeat PIN** and press OK. To correct, press MAKE CORRECTION. Press STOP to exit. Cover your keypad when entering your PIN.
3. **Would you like to print a paper receipt?**

Press 1 for yes, press 2 for no.

You have selected YES - the ATM will confirm the PIN change and issue you a receipt. PLEASE TAKE YOUR RECEIPT. The receipt slot is above the card slot.

You have chosen NO - The ATM will confirm the PIN change.

4. **Would you like to proceed with another transaction?**

For yes press 1, for no press 2.

You have selected YES - the ATM will return you to the main menu and prompt you to select a new transaction:

To withdraw cash, press 1.

To enquire about the remaining balance, press 2.

To top up your O2 mobile operator card, press 3.

To change your PIN, press 4.

You have selected NO - the transaction is complete. Please remove your card from the slot on the right below the screen.