



NCR ATM Diagnostics

Diagnosing an ATM fault without the correct diagnostics tools can often be a difficult and time-consuming affair, no matter how competent or experienced the engineer. It is vital that your engineers are armed with the right diagnostics equipment so they can reduce the total time your ATM is offline.

ATMdesk is a low cost and fully functional diagnosis tool for all NCR Persona and Selfserv ATMs. Designed to make ATM diagnosis easier for all, ATMdesk is already used by hundreds of IADs and ISOs worldwide, and is recognised as the leading independent NCR ATM diagnosis solution.

“ATMdesk takes a different approach, having just two licensing models – time limited and per-boot...”

Usability

ATMdesk has been designed from the ground-up to be as easy to use as possible, requiring a minimal amount of training before being able to work it.

Thanks to its use of boot disks, ATMdesk is up and running within seconds, instantly presenting users with a simple and intuitive menu which can be operated via buttons or touchscreen on either the front or rear screens (if supported by the ATM). Once completed, detailed test reports can be printed instantly, showing what errors were found and what work has been done on the ATM - without the need for your engineers to write it out by hand.

Features

- Full decode and clear text explanation of MSTATUS/MDATA bits and bytes
- Advanced EPP key entry and encryption tests
- EPP re-initialization function
- Detailed test reports can be printed or saved to floppy disk or USB flash
- Testing ATM modules separately “on a bench” (ATMdesk/Repair edition)

Benefits

- Much more cost effective than other diagnostics solutions
- Feature rich software which has regular free updates
- Flexible licensing that lets you purchase only what you need
- No need to enter any associated service contracts

Status Codes

One of the most time consuming tasks of using traditional ATM diagnosis software is the translation of the NCR status keys from the proprietary NCR Diagnostic Status Code book. ATMdesk negates this need, and instantly shows the name and description of the error next to the error code without the need to look them up, saving both time and the possibility of error.

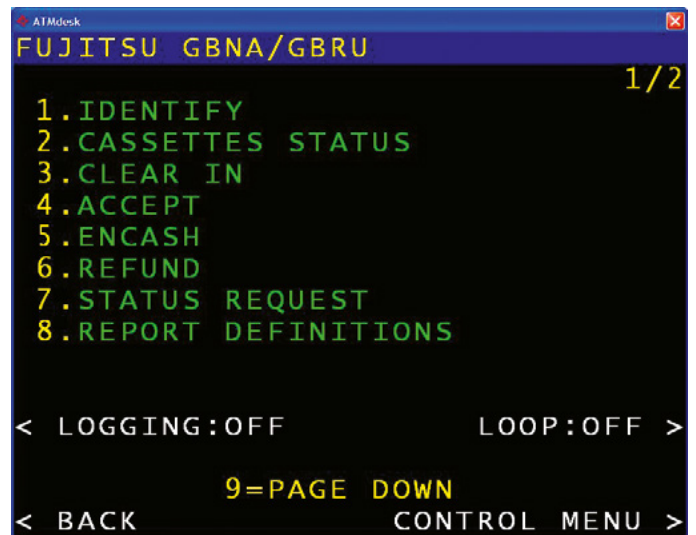
Security

ATMdesk is run from a specialised boot disk or USB disk, and not from the internal disk drive. As such, no trace of the software is left on the ATM and no software changes are required on the ATM itself, enabling your engineers to use the software in a safe environment without the need to access information stored on the hard drive.

Licensing

One of the most needlessly frustrating elements of other diagnosis software is the licensing itself. Often expensive, complex and inflexible, the cost of licensing ATM diagnosis software can often feel disproportionate with the other associated costs of ATM repair.

ATMdesk takes a different approach, having just two licensing models – time limited and per-boot, all of which are multi-tiered to make sure that you are only ever paying for the licenses you need, and no more.



Screenshot of Main Test Menu Screen



Screenshot of Sensor Test Page

Diagnostics Functions



- Per-device "in-deep" diagnostic tests.
- Per-device and complete-ATM "one-touch" confidence tests.
- S4i and APTRA error logs display and clear
- S4i and APTRA device tallies display and clear

Supported ATM Models

- NCR 53XX
- NCR 56XX
- NCR Persona 58XX
- NCR Selfserv 66XX
- New devices added on a regular basis