



DIEBOLD 816 AUDIO™ SYSTEM

MAINTAIN PERSONAL TOUCH THROUGH YOUR DRIVE UP CHANNEL

Bolster your operational efficiency and turn remote interactions into positive consumer experiences by harnessing the latest in drive-up audio technology. Diebold's 816 Audio System enables your drive-up consumers to engage in simultaneous two-way audio conversations, creating a pleasant banking experience.



ENHANCE EFFICIENCY

- Connect up to eight operators with as many as 16 consumers using advanced full-duplex audio communication
- Control communications with various consumer touch points through the system's Audio Control Module (ACM)
- The 816 Queuing Solution option distinguishes the order in which consumers arrive for greeting and VAT carrier arrival in order to ensure all consumers are serviced in a timely manner



CONSUMER FRIENDLY

- Superior two-way, full-duplex communication between teller and consumer
- Eliminate disruptive feedback with enhanced electronic audio circuitry that filters the human voice from ambient noise



DIEBOLD 816 AUDIO SYSTEM

OPTIMAL EXPERIENCE

The 816 Audio System simplifies and enriches communications between your institution and your drive-up customers by delivering full-duplex, two-way audio communication. The audio circuitry, microphones, speakers, component placement and system functionality of the 816 Audio System have been meticulously designed to deliver better audio quality and less feedback than previous generations of drive-up communication systems, creating an improved drive-up experience for everyone involved.

USER-FRIENDLY AUDIO CONTROLS FOR SIMPLE DRIVE-UP MANAGEMENT

The ACM enables the operator to easily control communications with various customer points by selecting and deselecting locations. ACMs feature a built-in microphone and speaker, but can interface with auxiliary input or output devices such as wireless or wired headsets.

A simplified one-to-one ACM model also exists to facilitate conversation between a single operator and a single customer point.

FLEXIBLE CONFIGURATIONS TO SUIT YOUR NEEDS

The 816 Audio Switcher is available in multiple configurable models to allow for optimal design flexibility. Allowing multiple operators to interact with a single customer at the same time, this system ensures operational efficiency and scalability for the drive-up channel.

- A 4x4 audio configuration can accommodate up to 4 ACMs/ operators and 4 customer stations
- An 8x16 audio configuration can accommodate up to 8 ACMs/ operators and 16 customer stations

816 Audio Systems are ideal for retrofit systems involving complete replacements of legacy Diebold audio or competitive audio systems.

OPTIONAL TECHNOLOGY FOR ADDED COMFORT AND CONVENIENCE

A variety of optional components are available to make the 816 Audio System more pleasant, private and efficient.

These items include:

- Privacy headsets that allow operators and customer to discuss confidential information without relying on speakers
- Wired headsets with built-in sound conditioning functionality and volume, muting and headset-selector controls
- Wireless headset systems that include a cordless remote unit, base unit and three headset-wearing styles; headsets feature digitally encrypted transmissions for added security, a variety of sound quality enhancements and conferencing functionality, providing more freedom of movement around the workstation
- External call chimes that emit doorbell-like chimes to alert operators of customer arrival while an ACM is unattended
- We provide the input for audio or video advertising at a customer point to provide increased marketing/ merchandising value during transaction processing wait time

CUSTOMER DETECTION AND QUEUING FOR EXPEDIENT SERVICE

The 816 Audio Queuing System uses a visual display at a teller's workstation to facilitate the consecutive greeting and servicing of drive-up customers to enhance customer service. The sequential order in which customers press "CALL" buttons and the subsequent order that carriers arrive from the customer stations are detected by the 816 Audio System, providing tellers with a mechanism to distinguish the order of customer arrival and promptly provide service.

