ASD MONITORING

The ATM SkimmingAlert feature provides notification upon the detection of conditions which may correspond to the presence of a skimming device on Diebold Nixdorf ATMs equipped with an ASD Card Reader and software configured to forward these skimming detection events to Advisor or OpteView. ATM SkimmingAlert will directly notify the Client via e-mail when potential skimming conditions exist.

MINIMUM REQUIREMENTS

a. Opteva ATM with Motorized or DIP ASD Card Reader
b. If Motorized Card reader - Agilis 91x V2.3. If DIP Card Reader, Agilis 91x V2.4
c. EMS Remote Notifier agent software is required on the ATMs, when ATMs are going to communicate directly to Diebold Nixdorf Advisor.

STANDARD FEATURES

a. Monitoring Monday – Friday 7am – 1am EST and Saturday – Sunday 8am – 11pm EST
b. Sending of messages up to three e-mail addresses in the event a potential skimming event is detected by the card reader.
   - Notifications for all terminals will use the same point(s) of contact
   - If multiple associates require e-mail notification, it is required that the Client establish an e-mail address/mailbox accessible to all those that require the notification.

HOW IT WORKS

a. A Trouble Ticket will be opened when an ATM Skimming Event "on" is received.
b. A notification message will be sent to up to three contacts by e-mail.
c. Close the trouble ticket when an ATM Skimming Event "off" is received
   - Each automated communication and service activity is tracked as the call progresses until it is closed, which occurs when the ATM SkimmingAlert, "off" event is received.