NCR APTRA™ Interactive Teller

Want to offer your customers
a personal, convenient service in
a more cost-effective way?

YES

Give your customers a highly personal banking experience, anywhere, anytime

NCR APTRA Interactive Teller allows banks to offer their customers the benefits of both self-service and the branch experience in one solution, closing the "intimacy gap." NCR APTRA Interactive Teller combines video collaboration and remote transaction processing technology embedded within the ATM to give your customer the choice of self-service or connecting with a remote teller in a highly personalized, two-way audio/video interaction.

- **Migrate transactions to a lower cost channel and increase teller line productivity**

  Using NCR APTRA Interactive Teller to support migration of routine transactions away from the teller counter to an ATM gives you the combined benefits of lower processing costs and faster transactions. A centralized teller can be redeployed to concentrate on service and sales, reducing the need for underused teller resource in branch and ensuring maximum productivity levels are achieved.

- **Deliver highly personalized and convenient customer service**

  Give your customers the ability to choose live face-to-face support for transacting at the ATM, as well as discussing other services and products. An easily monitored, centralized teller resource ensures consistently high service levels, wherever you choose to locate NCR APTRA Interactive Teller.

- **Enable increased product sales and revenue growth**

  NCR APTRA Interactive Teller enables an extended footprint and greater reach to engage with your customer on how relevant financial services solutions will support them in managing their life events, resulting in increased product sales and revenue growth.

NCR APTRA™
Interactive Teller

For more information, visit www.ncr.com, or email financial@ncr.com.

Key Features

- Supports migration of teller transactions to self-service
- Automates or supports personal teller services up to 24x7
- Can be located in both traditional and non-traditional locations
- Lowers cost of teller transactions and increases teller productivity by centralizing your teller
- Offers one-to-one personal service to consumers in a more cost-effective way

Why NCR?

With over 125 years of experience and knowledge, NCR is a leading global provider of payments, assisted- and self-service solutions. NCR has been the global number one manufacturer of ATMs for more than 22 consecutive years. We help our clients around the world improve their customer interactions, implement change quickly and proactively, and transform their businesses to become leaders and change agents. We can help you, too.

Technical Specifications

PRODUCT DIMENSIONS

- WIDTH   30.9"   (784mm)
- HEIGHT   62.0"   (1,575mm)
- DEPTH
  - Front access   40.2" (1,020mm)
  - Rear access   42.6" (1,082mm)
- WEIGHT
  - CEN L safe   2,227lbs (1,010kg)
  - CEN III/IV safe   2,546lbs (1,155kg)

CONSUMER INTERFACE

- Display - 15" LCD touchscreen, optional privacy filter, sunlight readable displays
- Keyboard - EPP (PCI compliant), polycarbonate or stainless steel. Optional Alphanumeric keyboard
- Card Reader - Smart Dip, IMCRW with Smart option, HiCo
- Integrated Media Entry and Exit Indicators (MEEI)
- Audio - Optional high quality public audio and/or sound jack with volume control. Private handset, jack or public audio
- Advert panel - Standard or enhanced with backlight
- Barcode Reader - 2D Barcode supports both 1D and 2D documents
- Video Camera and video capture card
- Signature capture device
- Photo ID scanner
- Microphone

DISPENSER

- 2-4 cassettes, bunch presenter, retract and purge capability
- Dual dispense 2x4 (8 cassettes)

DEPOSIT TECHNOLOGY

- Intelligent Cash Deposit - Choice of Cash Acceptors. Accepts and validates up to 200 new notes per transaction*
- Scalable Deposit Module - 1 slot for cash and check deposit. Can handle check and cash as a separate transaction (SW dependent)
- Intelligent Check Deposit - Scalable check deposit (up to 30 checks in a single bunch)
- Coin Processing - Optional coin dispense (If combined with Scalable Deposit Module)

PRINTERS

- Receipt Printer - 80mm 203dpi graphics thermal printer. Options - retract and capture, dual color, dual roll and/or 2ST™ (two-sided thermal printing)
- Journal Printer - 80mm 203dpi graphics thermal printer
- Statement Printer - 80 column thermal printer with document capture and 2ST

SECURITY

- USB Protection and Parts Validation. Options - Fraudulent Device Inhibitor, Enhanced Card Drive, Intelligent Fraud Detection (IMCRW only), Ink-staining, Solidcore Suite for APTRA, Camera NTSC, PAL or third party

- Uninterruptible Power Supply (UPS)
- Safes - CEN L, CEN 1, CEN III, CEN IV

SERVICING

- 10.4" (264mm) LCD Graphical Operator Panel (rear load only)
- Front, rear and side service

SOFTWARE

- Windows® XP Pro
- XFS 5.01 or later
- APTRA Activate Interactive Teller
- NDC Standard Edition (SMI) configuration only
- APTRA Interactive Teller Now
- APTRA Teller Enterprise
- APTRA Interactive Teller Management Suite

TELLER TRANSACTIONS

- Teller cash withdrawal and deposit
- Teller check deposit and cashing
- Teller bill payments
- Teller account transfers
- Customer service inquiries (verbal interaction only)
- New account/loan initiation

* Dependent upon currency, note quality and deposit module used

** Dependent on financial institutions business processes

NCR   Experience a new world of interaction

NCR APTRA Interactive Teller