



ATMeye.iQ NG: ATM Security, Monitoring and Customer Dispute Management in One Solution

The new generation of ATMeye.iQ is a comprehensive monitoring, security and customer dispute management platform that helps banks quickly resolve customer disputes and protect ATMs against various criminal activities. It is a reliable and secure solution that helps prevent theft, robbery and fraud attempts, while also enabling the prompt resolution of customer claims.

Advanced Capabilities of ATMeye.iQ NG

ATMeye.iQ has been on the market for more than 20 years and is used in over 80 countries. In 2022, customers gained access to the new generation of ATMeye.iQ, featuring a wide range of additional capabilities.

The new capabilities include:

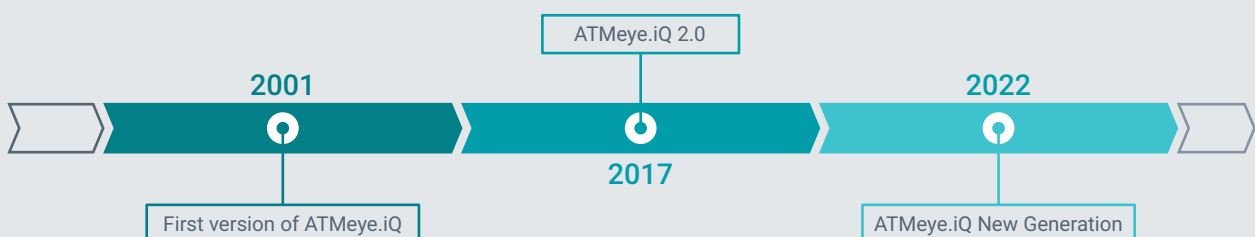
- Secure access via a web browser;
- Automatic synchronization of ATM files with the server;
- Flexible report generation;
- Remote viewing of ATM screens;
- Notifications through multiple communication channels, including e-mail and Telegram.

The enhanced platform is designed for:

- Dispute management specialists;
- Security personnel;
- Technical support specialists.

More than 92,000 ATMeye.iQ installations worldwide

Version History



Universal System Capabilities



Fast Customer Dispute Resolution

ATMeye.iQ NG records every stage of a transaction—from card insertion and PIN entry to cash withdrawal. This enables banking specialists to quickly find the required information and respond to customer requests in a timely manner.

Using the intuitive user interface, system users can access photos and videos associated with alerts and transactions in real time.

Each transaction is tracked and linked to a specific cardholder without storing personal data, enabling banks to resolve disputes quickly and protect equipment against criminal activity.

Improving Security Department Efficiency

ATMeye.iQ NG supports the connection of various shock, drilling, gas and temperature sensors. During an attack on an ATM, the sensors generate an alarm and notify security personnel through the selected communication channels.

Face Detection Feature

The system automatically scans the faces of ATM users and instantly determines the number of people standing in front of the device.

With the Face Detection feature, an ATM transaction can be interrupted if the customer deliberately conceals their face.

GPS+ Module

The solution provides round-the-clock monitoring and protection of ATMs even during power outages. It uses a Teltonika FMC650* GPS tracker with a battery capable of operating for up to four days after power loss. Banks can determine the ATM location in real time and monitor its status.

* Supplied separately.