

diag**PRO**

Your all-in-one solution for efficient ATM diagnostics

*diag***ATM**

Discover how diagPRO transforms ATM maintenance with its innovative, multivendor diagnostic solution. Designed for efficiency and ease of use, diagPRO helps service providers reduce downtime and operational costs

A UNIVERSAL SOLUTION

ONE DIAGNOSTICS TOOL FOR EVERY ATM

diagPRO changes ATM diagnostics with a single tool that works across multiple ATM platforms and ATM parts. By eliminating the need for various vendor-specific tools, diagPRO simplifies and accelerates the maintenance process, enabling technicians to diagnose and resolve issues faster.

THE CORE FEATURES OF diagPRO



Multivendor compatibility

diagPRO operates on ATM's from different manufacturers using CEN/XFS, the global software standard for ATM systems, and runs on Microsoft Windows. This ensures seamless diagnostics across various platforms, regardless of the ATM's vendor.



Modular Architecture

the flexible, scalable system allows for future updates without replacing the software, ensuring the tool can grow with evolving needs. New components can be added seamlessly, expanding functionality without disrupting existing services.



diagPRO Stick

a portable and secure USB-based diagnostic tool that enables technicians to run diagnostics quickly and efficiently. The bootable stick contains its own operating system, allowing it to function independently from the ATM's system.



Intuitive User Interface

the diagPRO software is designed with ease of use in mind. Featuring a graphical traffic light system, it highlights faults in red, warnings in yellow, and functioning components in green, making it easy to identify and address problems.

THE DIAGNOSTIC SOLUTION BUILT FOR YOUR NEEDS

EFFICIENT, SCALABLE, AND INTUITIVE DIAGNOSTICS

Built on the hardware-independent CEN/XFS software layer, diagPRO supports a range of devices from various manufacturers and integrates seamlessly into existing monitoring platforms. The use of CEN/XFS minimizes development complexity and maximizes scalability, allowing for quick adaptation to new manufacturers without dependency on specific drivers. Recurring diagnostics and tests are automated, while manufacturer error codes are translated into clear, understandable text.

AVAILABLE PRODUCTS



diagPRO WN ATM & Terminal

Supports Diebold Nixdorf's ProCash and CINEO product families, including CMD-V4 and CMD-V5 payment modules and various peripherals like printers and card readers.



diagPRO DN ATM & Terminal

Supports Diebold Nixdorf's DN Series product families, including CMD-V6C payment modules and various peripherals like printers and card readers.



diagPRO WN Cash and Cheque Deposit

Compatible with cash and cheque input systems in the ProCash and CINEO families, supporting CCDM-V1 and CCDM-V2, along with peripherals such as card readers and EPPs.



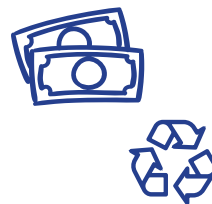
diagPRO DN Cheque Deposit (will be released end of July)

Compatible with cheque input systems in the DN Series families, supporting CK1, along with peripherals such as card readers and EPPs.



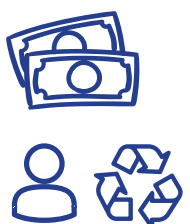
diagPRO WN Cash Recycling

Focused on the CINEO family's deposit and recycling systems, this version supports RM3 with 4, 5, and 8 cassette options and associated peripherals.



diagPRO DN Cash Recycling

Focused on the DN Series family's deposit and recycling systems, this version supports RM4-V and associated peripherals.



diagPRO WN ATS

Tailored for the CINEO family's deposit and recycling systems, with support for RM3 and drum cassettes (C6040/C6030), as well as specialized electronics and displays.



AVAILABLE VERSIONS OF diagPRO

TAILORED FOR EVERY MAINTENANCE SCENARIO

diagPRO offers three different versions, each designed to meet the diverse needs of ATM service environments. Whether technicians are working directly on ATM's or need portable solutions, diagPRO adapts to any situation.



ATM Embedded Version

installed directly on the ATM for on-site diagnostics.



diagPRO Stick

a bootable USB version with its own operating system, providing maximum security and portability.



Notebook direct connect

technicians can connect via USB to test components directly from a laptop.

OUR AMBITION

EXPANDING TO A TRUE MULTIVENDOR SOLUTION OUR AMBITION TO SUPPORT ALL ATM'S

Currently, diagPRO is optimized for Diebold Nixdorf ATM's, providing fast, efficient diagnostics with a single tool. However, our vision goes beyond: we are actively developing a truly multivendor solution. In the future, diagPRO will support ATMs from all manufacturers, allowing service providers to diagnose and maintain any ATM with one unified platform.

As we expand, the advantages – reduced downtime, faster repairs, and cost savings – will apply across all ATM's. If you're searching for custom ATM software, diagATM can also create tailored solutions to fit your exact business needs.



GET IN TOUCH WITH diagPRO

ATM DIAGNOSTIC SOFTWARE TAILORED TO YOUR NEEDS



For personalized support and to explore how diagPRO can enhance your business, connect with our founder, Guido Walther. He leads a dedicated team of experts specializing in software development for ATMs, bringing over 36 years of experience in the banking self-service industry.

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THE demo VERSION](#)



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