# Electronic Vault Attendant (EVA) and EVA Elite Product Description and Operating Guide

**TP-821321-001A PD 6521**

# Electronic Vault Attendant (EVA) and EVA Elite Product Description and Operating Guide

March 2009
TP-821321-001A PD 6521

## Document History

| Document Number | Date | Remarks |
|---|---|---|
| TP-821321-001A | 3/2009 | Original edition |



Diebold continually strives to improve its products. If you would like to comment on the accuracy, clarity, organization or value of this document, please contact us at documentationservices@diebold.com or address correspondence to:

Diebold, Incorporated
Att: Documentation Services 9-B-16
5995 Mayfair Road
North Canton, OH 44720

# Contents



# Figures

## PREFACE TO FCC NOTICE

Diebold requires each of its products to undergo complete testing before shipment. Each product must pass stringent requirements of quality control. In addition, much effort and consideration has been devoted to assure the utmost in reliable equipment operation.

## FCC NOTICE

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.


**Changes or modifications of this product not expressly approved by Diebold could void the user's authority to operate the equipment.**

# Section 1
# Introduction

## 1.1 Parts and Service

Parts and service for the product described herein are available from your Diebold representative. You may also call Diebold toll free at 1-800-DIEBOLD. Additional information about products, support, and replacement items is available on Diebold's Web site at www.diebold.com.

## 1.2 Safety Precautions

Diebold recommends strict observance of safety precautions. Observing safety precautions reduces the risk of equipment damage and personal injury.


***You must observe the following precautions when operating the product described herein to avoid equipment damage, severe personal injury, or death.***

- ***Never insert screwdrivers, pens, or other instruments into the control panel or other electrical devices. Severe bodily injury, death from electrical shock, or equipment damage can result.***
- ***Repair or service procedures must always be performed by qualified personnel.***
- ***Changes or modifications of this product not expressly approved by Diebold could void the user's authority to operate the equipment.***

## 1.3 Reference Documentation

Refer to the following manuals for additional information:

- *223-Series Daygate Installation Guide* (TP-821074-001B)
- *Electronic Vault Attendant (EVA) Hardware Installation Guide* (TP-821366-001A)
- *Electronic Vault Attendant (EVA) Elite Hardware Installation Guide*(TP-821320-001A)

- *EVA and EVA Elite Electronic Vault Attendant Setup and Administration Guide* (TP-821366-001B)

- *EVA Quick Enrollment Guide* (TP-821374-001A)

## 1.4 Customer Responsibilities

### Network

If the customer has remote access to EVA, the customer is responsible for the following items:

- Data communications lines
- Personal computers (PCs) on the network
- Network communications
- Network security

### Operating Environment

The customer must provide a suitable operating environment for the equipment. An environment suitable for a PC, with appropriate thermal control and filtered air, is recommended. The customer is responsible for cleaning the EVA components.

### Maintenance

The customer is responsible for the following maintenance:

- Backing up databases
- Backing up the system
- Maintaining hardware and software documentation
- Maintaining software CDs supplied with the system

### Peripherals

The following peripherals may be required to perform maintenance of the EVA software, and are the responsibility of the customer:

- USB CD drive
- Compact flash
- USB flash drive

## 1.5 General Description

### 1.5.1 General Description and Purpose

The Electronic Vault Access (EVA) system manages and provides secure access to a vault without guidance or direction by institution personnel. The system functions as a screening device that identifies and automatically allows or denies access to a vault area that is secured using a daygate. Additionally, a computer record of each entry is recorded by the system.

The EVA Elite system manages and provides secure access to safe deposit (SD) boxes without guidance or direction by institution personnel. The system functions as a screening device that identifies and automatically allows or denies access to the vault and to a specific safe deposit box. Additionally, a computer record of each entry is recorded by the system.

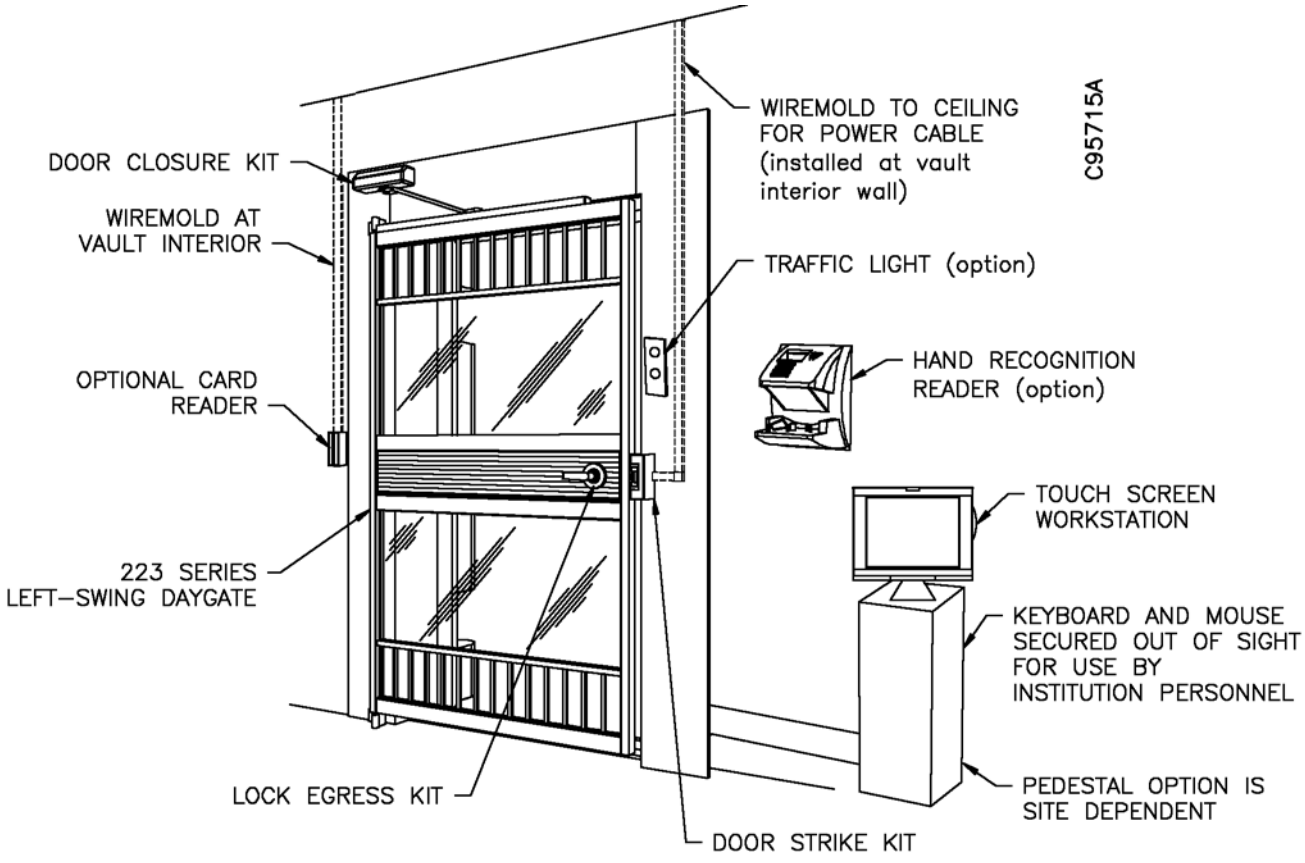
### 1.5.2 Components

#### 1.5.2.1 EVA

This system is configured to provide access control to the vault area and modification to the daygate is required (Figure 1-1). The following items may be installed as access control devices at the vault area:

- Touch screen workstation, with keyboard and mouse (standard)
- Door closure kit
- Lockset egress kit or Egress button kit (not both)
- Additional access control for vault access may include the following:

  - Biometric hand recognition reader
  - Traffic light for one-at-a-time vault access
  - Card swipe reader
  - Signature capture device
  - Biometric pad (fingerprint reader)
  - Video surveillance




**NOTE**

With bar daygate, an egress button may be installed at the vault interior.

Figure 1-1 EVA Vault Access Components

### 1.5.2.2 EVA Elite

#### Basic Components

In addition to the basic components required for the basic EVA system, the following items are components of the EVA Elite system (Figure 1-2):

- Touch screen workstation, with keyboard and mouse (Figure 1-3)
- Docking assembly
- Key assembly
- Lock assembly

The institution may request one or all of the following security components be installed for access control (Figure 1-4):

- Biometric hand recognition reader
- Signature capture device
- Biometric pad (for example, fingerprint or thumbprint reader)

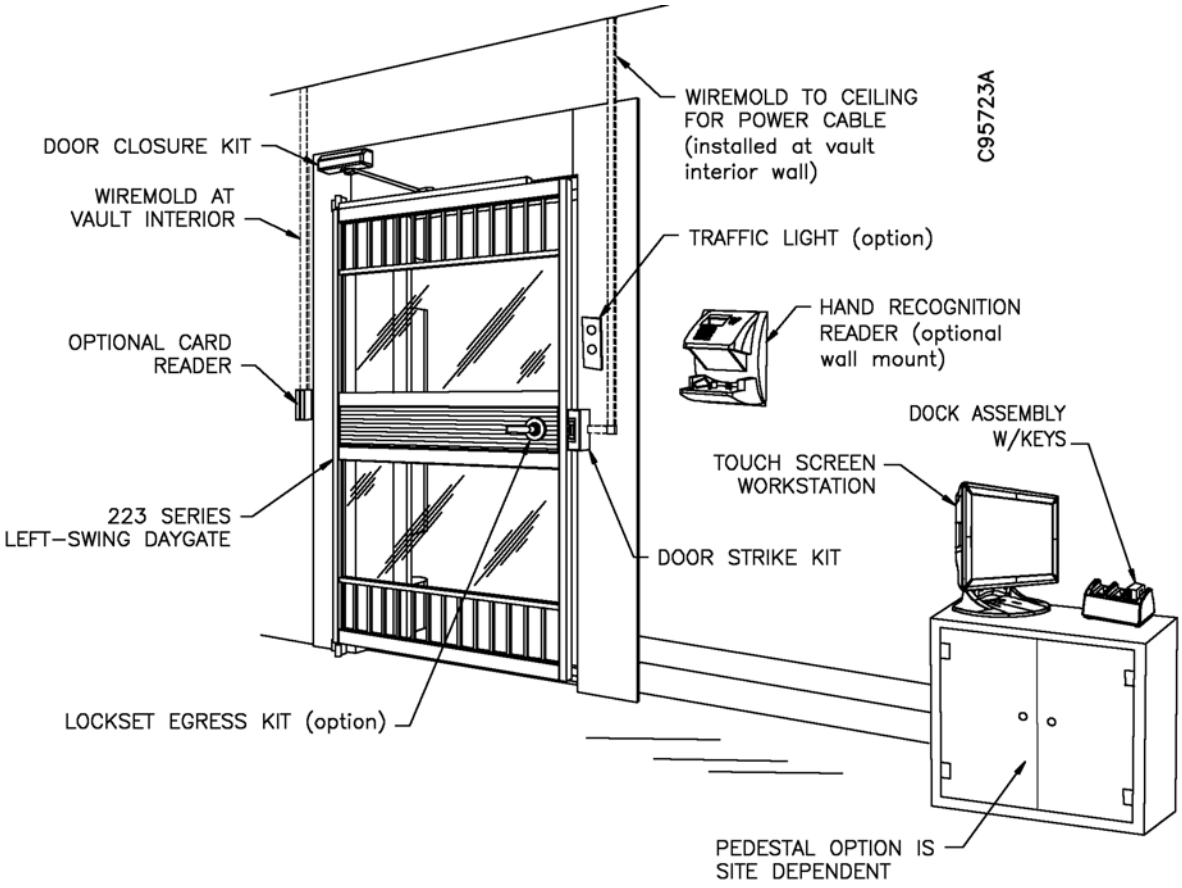
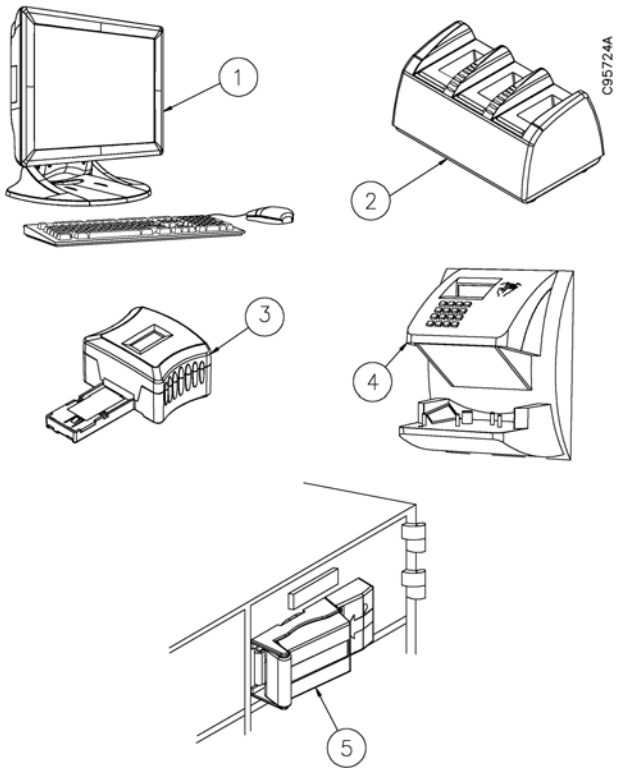
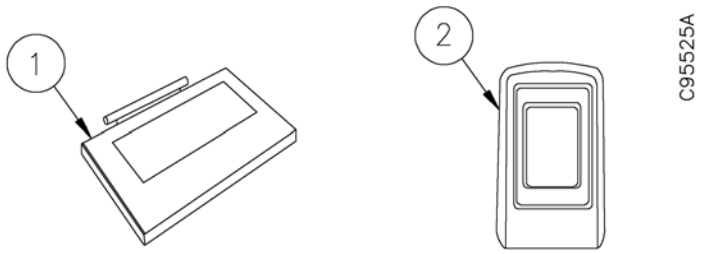



Figure 1-2 EVA Elite Components




| | | | | | |
|---|---|---|---|---|---|
| 1 | Touch screen workstation | 3 | Docking assembly | 3 | Key assembly |
| 4 | Hand recognition reader | 5 | Lock assembly | ---- | |

Figure 1-3 Basic EVA Elite System Components




**NOTE**

Items shown are for reference only. Actual components may differ in appearance.

| | | | |
|---|---|---|---|
| 1 | Signature pad | 2 | Biometric pad |

Figure 1-4 Optional Security Components

### 1.5.3 Operation

Before a customer can perform the procedures in this section, the customer must be enrolled in the EVA database and the biometric hand recognition reader. These procedures are provided in *EVA and EVA Elite Electronic Vault Attendant Setup and Administration Guide* (TP-821366-001B).

The procedures described in this section provide a general overview of how the EVA and EVA Elite systems function. Operation at a specific site is dependent on the specific components of the system and the configuration of the software.

#### 1.5.3.1 EVA (vault access control only)

1. An individual requiring access to the vault enters required data using a touch screen workstation (item 1, Figure 1-3). This data may be configured to include some, or all, of the following:

   - Personal identification number (PIN)
   - Swipe card reader on touch screen workstation
   - Pre-defined personal information

   To provide additional security measures, the institution may require that the individual also use one or more of the following optional components:

   - Biometric hand recognition reader
   - Signature capture device
   - Biometric pad (for example, fingerprint or thumbprint reader)
   - Card swipe reader at vault entrance

2. When the system validates the information provided in Step 1, the system unlocks the daygate latch bolt to allow access to the vault area.

3. The individual proceeds to the assigned SD box. Generally, the keyway formerly used by institution personnel (guard nose) is concealed by a protective cap to prevent access to the keyway. Only the customer key is available.

4. The individual inserts the customer key into the keyway of the customer keylock and rotates the key to open the SD lock, providing access to the SD box.

The system may be configured to prohibit more than one customer into the vault at a time. In this instance, an optional traffic light installed on the vault exterior will indicate when the vault is available (green lamp) and when it is occupied (red lamp).

### 1.5.3.2 EVA Elite (vault and SD box access control)

1. An individual requiring access to an SD box enters required data using a touch screen workstation. This data may be configured to include some, or all, of the following:

   - Personal identification number (PIN)
   - Swipe card reader on touch screen workstation
   - Pre-defined personal information

   To provide additional security measures, the institution may require that the individual also use one or more of the following optional components:

   - Biometric hand recognition reader
   - Signature capture device
   - Biometric pad (for example, fingerprint or thumbprint reader)
   - Card swipe reader at vault entrance

2. When the system validates the information provided in Step 1, a light-emitting diode (LED) on the docking assembly illuminates to designate the programmed key assembly. The docking station holds up to three key assemblies. See Figure 1-5.

3. The individual removes the programmed key assembly from the docking assembly. The small LCD screen (Figure 1-6) on the key assembly displays the SD box number assigned to the data entered in Step 1.

4. With the key assembly in hand, the individual proceeds to the vault area. The following access control device may be mounted near the closed daygate to control access to the vault area:

   - Hand recognition reader
   - Card swipe reader
   - Biometric pad

   Using the designated access control system, the individual performs the required procedure using a device mounted near the vault opening. See Figure 1-1.

5. The access control system unlocks the daygate latch bolt to allow access to the vault area.

6. The individual proceeds to the assigned SD box and inserts the programmed key assembly into the assigned lock assembly on the numbered SD box door. The key assembly may only be inserted one way, with the flat bottom facing the SD box. See Figure 1-7.

7. When the programmed key assembly is inserted into the assigned lock assembly, the lock housing cover on the lock assembly swings open to provide access to the customer keylock of the SD box door. The key assembly remains in the lock assembly. See Figure 1-8.

   If the programmed key assembly is inserted into the wrong lock assembly, the lock housing cover will not open. Access to the unassigned customer keylock is denied.

8. The individual inserts the customer key into the keyway of the customer keylock and rotates the key to open the SD lock, providing access to the SD box.

9. After the customer removes the SD box and accesses the SD box, the customer performs the following steps to complete the transaction.

    a. Returns SD box to the opening.

    b. Closes the SD box door.

    c. Uses customer key to lock customer keylock. Removes customer key.

    d. Closes lock assembly cover. Removes key assembly.

    e. Exits vault area.

    f. Returns key assembly to docking assembly.

The system may be configured to prohibit more than one customer into the vault at a time. In this instance, an optional traffic light installed on the vault exterior will indicate when the vault is available (green lamp) and when it is occupied (red lamp).

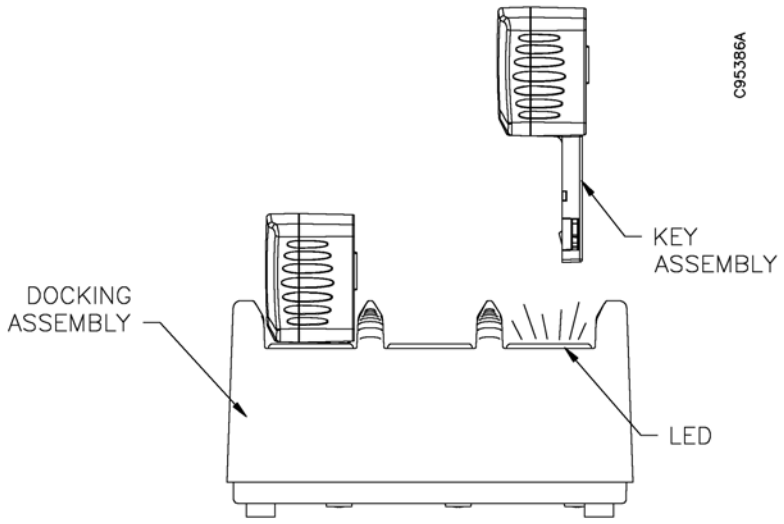



Figure 1-5 Docking Assembly and Key Assembly

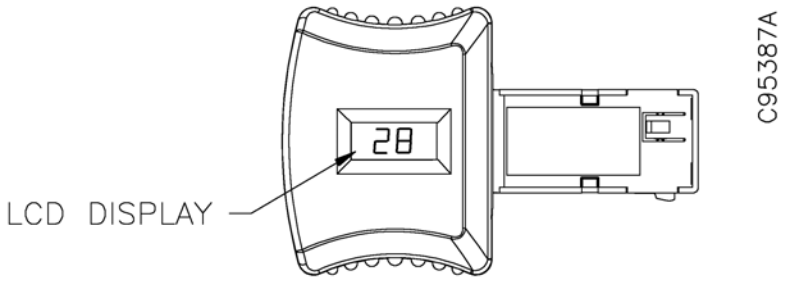



Figure 1-6 Key Assembly

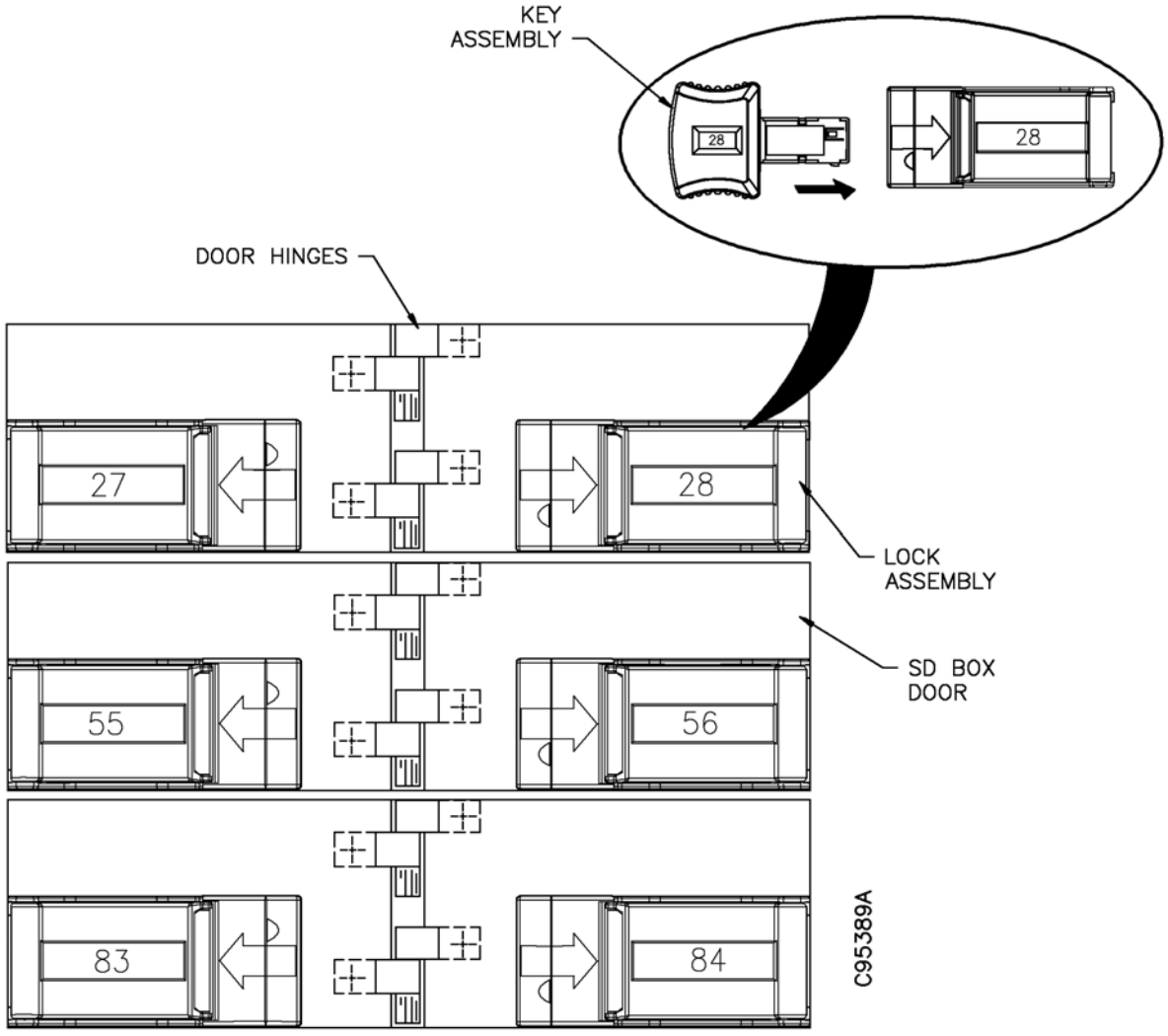



Figure 1-7 SD Box With Lock Assembly

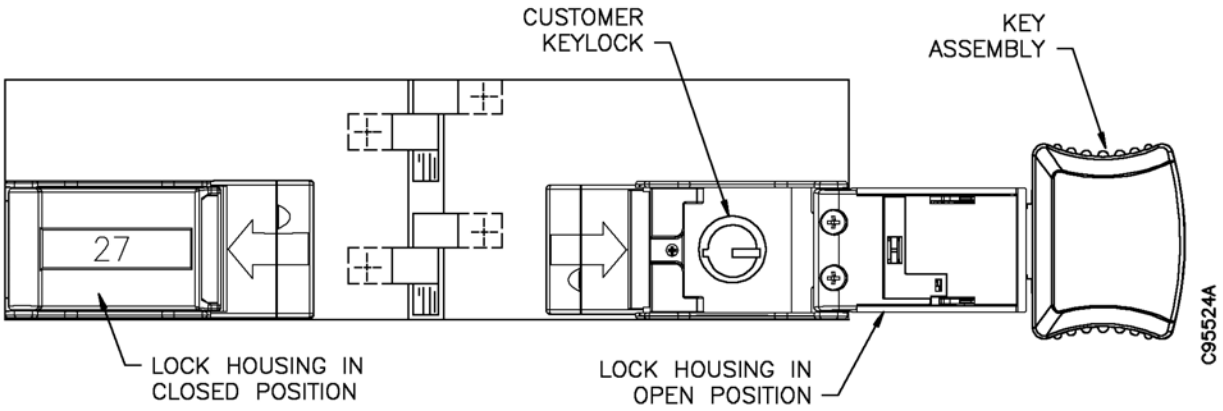



Figure 1-8 Lock Housing in Open Position

# Section 2
# Configurations

## 2.1 Options

### 2.1.1 Security Options

Using safe deposit access system software and basic USB cable connections, the basic EVA Elite system may be configured to add components that may be used to verify the identity of SD box customers.

Examples of these components are as follows:

- Card swipe reader
- Signature pad
- Biometric pad (fingerprint recognition)

### 2.1.2 UPS

The uninterruptible power supply or UPS prevents data corruption by performing an orderly shutdown of the EVA application and operating system in the event of a power outage.

## 2.2 System Configuration

Use system configuration functions to change default settings and to set up and customize the EVA Elite system. Administrative control and software configuration may be performed using the following methods:

- Keypad and mouse at the touch screen workstation
- Optional PC workstation on a network hub

# Section 3
# General Guidelines

## 3.1 Applying and Removing Power

This section provides information on the following topics:

- Applying power to the EVA touch screen workstation (Section 3.1.1)
- Removing power from the EVA touch screen workstation (Section 3.1.2)

### 3.1.1 Applying Power to the EVA Touch Screen Workstation

**Procedure**

Perform the following procedure to apply power to the EVA touch screen workstation and start the EVA application.

1. Verify the 12 VDC power supply for the EVA touch screen workstation is installed, as described in the *EVA Electronic Vault Attendant Hardware Installation Guide* (TP-821365-001A).

2. Press the **power button** on the right side of the EVA touch screen workstation.

3. The EVA touch screen workstation boots up to the initial customer page of the EVA application.

**NOTE**

No logon is required to access the initial customer page of the EVA application.

### 3.1.2 Removing Power from the EVA Touch Screen Workstation

#### Procedure When Logged On as an Administrator

Perform the following procedure to remove power from the EVA touch screen workstation.

1. If necessary, access the Administrator desktop as described in the procedure in *EVA and EVA Elite Electronic Vault Attendant Setup and Administration Guide* (TP-821366-001B).
2. If you are logged in to the EVA application, **log out**. If necessary, refer to *EVA and EVA Elite Electronic Vault Attendant Setup and Administration Guide* (TP-821366-001B) for the procedure to log out.
3. From the Windows taskbar, use the following path:

   **Start > Shut Down**

4. On the Shut Down Windows window, select **Shut Down** and then select **OK**.
5. Wait while the Windows operating system shuts down.
6. Disconnect the 12 VDC power supply for the EVA touch screen workstation.

#### Procedure When Logged On as an Operator

Perform the following procedure to remove power from the EVA touch screen workstation.

1. Press and hold the **power button** on the right side of the EVA touch screen workstation for *7 seconds*.
2. Wait while the Windows operating system shuts down.
3. Disconnect the 12 VDC power supply for the EVA touch screen workstation.

## 3.2 Cleaning Guidelines

#### Guidelines

Observe the following guidelines for cleaning the EVA touch screen workstation:


***To avoid risk of electric shock, remove power (Section 3.1.2) from the EVA touch screen workstation before cleaning.***

CAUTION

**Avoid getting liquids inside your EVA touch screen workstation. If liquid does get inside, have a qualified service technician check the EVA touch screen workstation before you power it on again.**

- Do not use alcohol (methyl, ethyl or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners or compressed air.
- To clean the EVA touch screen workstation housing, use a cloth lightly dampened with a mild detergent.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.
- To clean the touchscreen, use window or glass cleaner. Put the cleaner on a rag and wipe the touchscreen. Never apply the cleaner directly on the touchscreen.