

MONIMOBILE ISO



Nautilus Hyosung presents a premium, interactive solution designed specifically for retail ATM ISOs and IADs: **MoniMobile ISO**. MoniMobile ISO includes all the features of Hyosung's MoniMobile merchant App, with additional features to make ISO service and support more efficient and convenient.

MoniMobile ISO Features:

- **Extended Video List:** Contains all the videos as in the merchant version plus more technical videos such as the following.
 - o WinCE 5.0 (CE) and 6.0 (SE) Software load with SD Card or USB
 - o EMV Configuration Tips
 - o CDU De-Binding No Comm Error
 - o LaGard Basic e-lock Troubleshooting
 - o PCI 3.0 EPP Configuration including:
 - Changing Secure Mode Passwords
 - Changing EPP State IDs and Passwords
 - Changing the EPP State
 - Entering Master Keys

- **Service Requests:** Receive Service Requests created in the MoniMobile merchant App directly into MoniMobile ISO
 - o View Service Requests assigned
 - o Close Service Requests and include notes on action taken
 - o Reply with a note to the Service Request assignment
 - o Escalate the Service Request with optional note to a third party
 - o Receive notifications of closed and new Service Requests assigned
 - o Map link for GPS navigation to service location
 - o Add an ATM into your ATM list from the Service Request
- **Easy Contact Share:** You can share your contact details via QR Code generation through MoniMobile ISO
- **Ability to share groups:** The creator of the group has now the authority to share it with other MoniMobile ISO users.
- **Tech Check-In:** Provides Time & Date stamp proof of arrival at service location

For additional suggestions for MoniMobile, including additional technical videos you'd like to see, please email at MoniMobileSupport@nhausa.com

Available on **Apple App store** and **Android Play Store**



Easy access to any size ATM network, small to large



Accurate ATM and ATM service information at your fingertips



Convenient and easy to use

ATM

