



A98 Servicer

Introduction

The "A98 ATM Initial Key Establishment System" is used to load a unique cryptographic key into an ATM and securely communicate this key to the ATM's host system. Two components are necessary to form a new key. Key components are provided in a Comvelope™. Servicers report key loading activity to the A98 system using a voice response unit (VRU) which is integrated with the A98 system. Please refer to the "A98 Servicer Instruction Guide" for details on Comvelopes, Servicer ID's, and the basic process for loading ATM keys with the A98 system.

Prior to calling the A98 system

Before calling the A98 Voice Response Unit (VRU), the servicer should:

- enter the Comvelope key values into the ATM,
- confirm the key check values,
- identify the ATM's terminal ID number,
- have the Comvelope ID available,
- know their servicer ID and access code,
- have access to a touch-tone phone.

Steps for using the A98 VRU

Entering the FIRST comvelope:

1. Dial the A98 phone number.
2. Enter your service id.
3. Enter your access code.
4. Press 1 to enter a comvelope id.
5. Enter the ATM id.
6. Press 1 to confirm the ATM identity.
7. Enter the comvelope id.
8. Press 1 to confirm the key check values.
9. After hearing the "component saved" message, press 3 to exit, or simply hangup.
10. Destroy the middle section of the comvelope. Complete and return the top section.

Entering the SECOND comvelope:

1. Dial the A98 phone number.
2. Enter your servicer id.
3. Enter your access code.
4. Press 1 to enter a comvelope id.
5. Enter the ATM id.
6. Press 1 to confirm the ATM identity.
7. Press 1 to enter the SECOND comvelope.
8. Enter the comvelope id.
9. Press 1 to confirm the key check values.
10. After hearing the message "host successfully updated", press 3 to exit, or simply hangup.
11. Switch the ATM online.
12. Destroy the middle section of the comvelope. Complete and return the top section.

Changing your access code:

1. Dial the A98 phone number.
2. Enter your service id.
3. Enter your current access code.
4. Press 2 to change access codes.
5. Enter your NEW access code (maximum of 8-digits).
6. Re-enter your NEW access code.
7. After hearing that your "access code has been changed", press 3 to exit, or simply hangup.

Detailed A98 VRU flow chart

