

## Frequently Asked Questions

# NCR SELFSEV 30 Series End-of-Life

**Q: WHEN WILL NCR DISCONTINUE SUPPORTING SELFSEV 30 SERIES AND WHAT MODELS WILL BE AFFECTED?**

A: NCR will no longer support the SelfServ 30 (663X) ATMs/ITMs as of Dec. 31, 2024, which includes the following models:

- **6622** – Interior Freestanding Cash Dispense ATM
- **6632** – Interior Freestanding Full-Function ATM/ITM
- **6625/26** – Exterior Through-The-Wall Cash Dispense ATM
- **6634** – Exterior Through-The-Wall Multi-Function ATM/ITM (Walk-Up/Drive-Up)
- **6638** – Exterior Island Full-Function Drive-Up ATM/ITM

**Q: WHAT NCR PRODUCT LINE REPLACES THE SELFSEV 30 SERIES?**

A: The SelfServ 80 Series (668X) is the product line directly replacing the 30 Series, which includes the following models:

- **6623** – Interior Freestanding Cash Dispense ATM
- **6682** – Interior Freestanding Multi-Function ATM/ITM
- **6627** – Exterior Through-The-Wall Cash Dispense ATM
- **6684** – Exterior Through-The-Wall Multi-Function ATM/ITM (Walk-Up/Drive-Up)
- **6688** – Exterior Island Multi-Function Drive-Up ATM/ITM

*NCR SelfServ™ 80 Series ATM / ITM Family*



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### **Q: WHAT ARE THE ADVANTAGES OF UPGRADING TO THE SELFSERV 80 SERIES?**

A: Continued compliance with industry standards and regulations as established by PCI, EMV, etc.

Seamless alignment with current and future consumer demands:

- Consistent mobile and digital-friendly consumer experience across all channels.
- Accommodate the growing use of mobile and contactless technologies.

Enhanced performance and capacity with a wide range of configurations including dual dispense, recycling and mixed media deposit/dispense.

Dynamic MEEIs with programmable colors and a Large LCD 19" screen that increases space for your personal branding/marketing.

### **Q: WHAT IF SELFSERV 30 SERIES ATMs ARE NOT REPLACED BY 12/31/2024?**

A: SelfServ 30 Series ATMs/ITMs may remain in operation after the support deadline; however, their performance will likely become impacted over time by the decreasing availability of compatible parts, resulting in more frequent and longer periods of downtime.

- NCR has already discontinued manufacturing and will no longer supply parts for SelfServ 30 Series after the End-of-Life date.
- MVP will continue to stock refurbished parts and provide maintenance on SelfServ 30 Series ATMs/ITMs beyond the End-of-Life date and for as long as possible afterward.

### **STILL HAVE QUESTIONS?**

Contact us at [sales@mvp atm.com](mailto:sales@mvp atm.com) or call 1-877-708-7722 with questions and/or to discuss your upgrade strategy.

### **RECOMMENDATIONS**

We recommend adopting a plan sooner than later as supplies, network services, installation services, and other related resources will likely become limited closer to the End-of-Life dates.

