



VNC SDK architecture overview

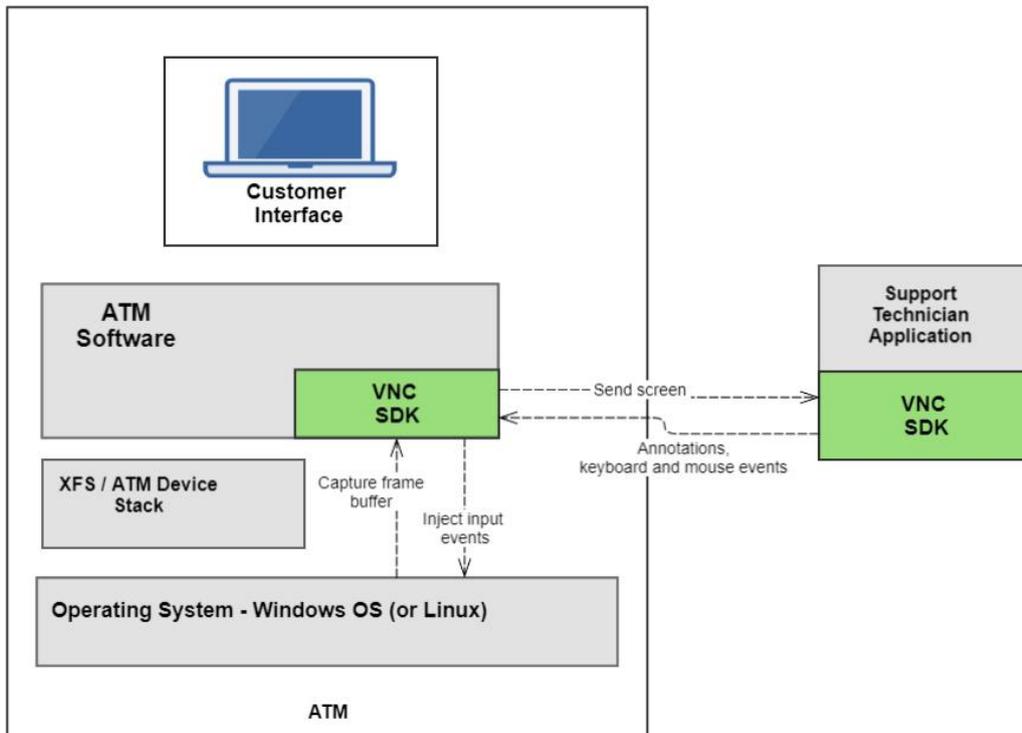
Version 1.1

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Integrating the VNC SDK with an ATM's operating system

The VNC SDK is entirely vendor-independent. This allows you to support your customers in a consistent way, no matter how varied the hardware or operating system your ATM fleet is comprised of.



The VNC SDK communicates directly with the ATM's operating system to capture its screen. This means the support technician and the customer see exactly the same thing.

When interacting remotely with the customer's screen, the support technician has two distinct options:

- Drawing an annotation; for example an arrow pointing the customer towards a certain button. By default, this annotation fades away after a certain amount of time.
- Controlling the application directly.

The VNC SDK takes the support technician's input events and injects them directly into the ATM's operating system. As this is done on the operating system level, the implementation does not require any customization for specific vendors.

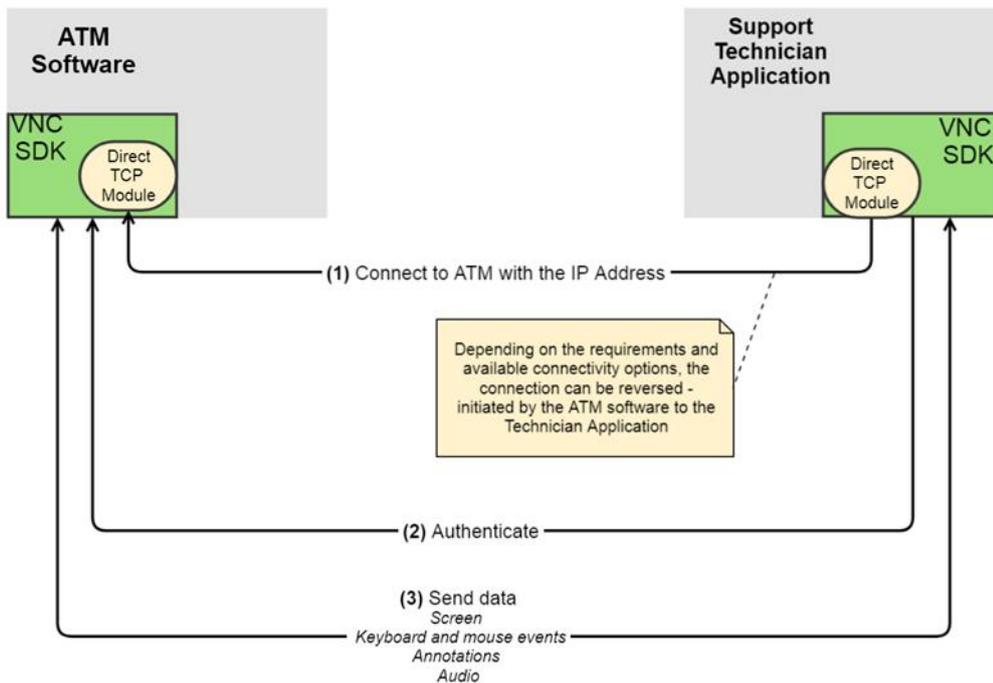
Connectivity options

The VNC SDK provides two connectivity methods: direct TCP connectivity, and VNC Cloud connectivity.

You can choose to disable either of these. For example, you may be limited to direct TCP connectivity only for compliance reasons.

Direct TCP connectivity

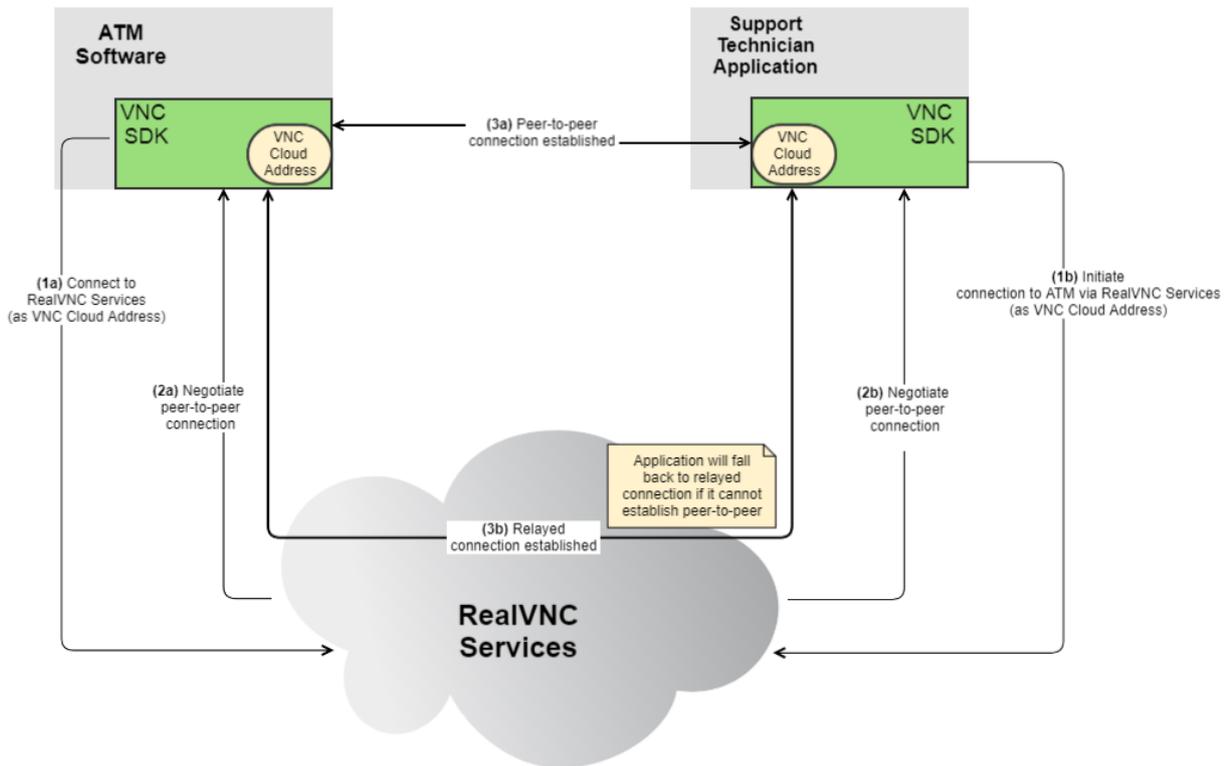
A direct TCP connection works in the following way:



VNC Cloud connectivity

If direct TCP connectivity is not required, the VNC Cloud enables your support technicians to connect to your entire ATM fleet without requiring any network pre-configuration.

A VNC Cloud connection works in the following way:



For more information about connectivity options or the VNC SDK in general, please visit the VNC Developer [website](#).

If you have any questions about the topics raised in this document, please contact us at enquiries@realvnc.com or visit realvnc.com/contact-us.



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