

# BEFORE YOU CALL SUPPORT



## INTRODUCTION

Every service call costs you money — not just in technician fees, but also in downtime and frustrated customers. The truth is, many common ATM problems can be solved in minutes with a few quick checks before you call support.

## WHY IT MATTERS

Reducing unnecessary service calls saves you money and keeps your ATMs up and running. More importantly, it means your customers can keep accessing cash without interruption — and you keep earning revenue.

## CHECKLIST

- ☐ Power cycle the ATM (hard reboot)
- ☐ Verify internet/cellular connectivity
- ☐ Check cash cassettes are loaded and sensors clear
- ☐ Ensure receipt paper isn't jammed or out
- ☐ Confirm all doors are closed/locked properly
- ☐ Run a quick diagnostic from the admin panel
- ☐ Log the error code if one appears

## NEXT STEPS

This checklist will save you time, money, and headaches — but it's just the beginning. Clear Choice Payment Solutions helps you optimize uptime with proactive monitoring, smart alerts, and full-service support. Contact us today to see how we can help maximize your ATM performance.

