What you need to know after the Technician has installed your new iPOS system and trained your staff?

Don't panic. Work with the technician, and we will get you up and running as fast as we possibly can. If you ever have a problem with your computer and want to let a friend try to "fix" it, please DON'T! Most issues can be resolved by us in minutes, and the rest can be resolved within a few hours, so stay calm and focused on working with us to help you, and remember, this technology is new to you, so of course it can be frustrating.

Be Kind. We record every conversation you have with us, we are people just like you, we get up each day and work just as hard. Over 90% of the issues we deal with are user related failures, so don't take your frustration out on us because you or a clerk did something wrong. Instead, take a deep breath and remember we want to help you.

Put the operator's manual somewhere you can easily find it. Many of our customers lose the manual in the first five days; even when they are provided multiple copies. Put it somewhere safe and easy to find, and never hesitate to call us and ask for an electronic replacement.

Never hard-boot for power down. You just spent some serious money on this technology, so look after it properly and it will treat you well for many years. When you are shutting down the system, do it the proper way through the Windows shut-down sequence. Don't just push the power button and hold it until the system shuts down. You run the risk of corrupting your hard drive, and if we have to go in and fix a corrupted hard drive, you'll end up getting a bill. Unless the system is completely frozen, NEVER shut the computer cold.

Clean up around and take care of your equipment. Again, you just bought a new system, and it gets dusty and dirty under the counter. Would you leave your new TV in a pile of dust and dirt for years and expect it to work well? Your POS is no different. You need to make sure to vacuum out enclosed spaces where dust can gather around the tower if you're not using an All-In-One mounted on the counter. Watch for over heating issues as well.

Do not call the Support Line with a transaction error and then continue doing transactions. You have just notified us that for whatever reason an improper transaction has been recorded in the system, and instead of making time allowance for us to clean it for you, you continue to do transactions. STOP, and let us reverse it for you first so that you're not calling for help later in the day to balance your Z-Report.

Do not put our Techs on hold. You called us remember? We are here to help, and if you put us on hold or ask us to wait while you do something else, we are going to put you back into the queue, and take the next customer in line. Stay on the line with us, or set a time to call us back and please stick to it.

Let the Technician do his/her job. When our Tech needs to take control of your terminal, step aside and let him/her do the work. If you stop the Tech from doing their work, you're going to be told to call back.

After Hours support is for Emergencies. Our Technicians are always available 24/7/365, but after our office hours, it's for emergencies, which are defined by us as "the inability to make a sale from the system". If you call for any non emergency issues, you will be referred to daytime support. A trouble ticket will be taken out for you regardless, and it will always be followed up on the next business day.