

@YoussefAKQ: X support im X how can i help you today?

Jorge: I don't hear you correctly. In my opinion, you ought to get another speaker for the phone. Nonetheless I'm having difficulty fixing the ATM machine.

@YoussefAKQ:I'll get that speaker. X,could you tell me what's wrong with it exactly?

Jorge: I've tried troubleshooting all by myself, but I can't get to any account, and the screen flashes.

@YoussefAKQ:Since when does this happen? When was the last time that it worked correctly?

Jorge: I think it was working great until yesterday. It would be a good idea for me to ask for that.

@YoussefAKQ: Are all the buttons of the ATM working correctly? Maybe people can't get to theirs account because the buttons are broken.

**Jorge: No, I have already changed the set of buttons, didn't work.
The broadband modem is inside the store, and the store is closed right now, so I cant enter.**

@YoussefAKQ: Allright, have you checked if the LAN cable is connected? Maybe the unsuccessful connection to the accounts is because the ATM has no connection because of this unplugged cable. Make sure to check that.

Jorge: I didn't ! Wait, I must put on some gloves before looking for it. Now, let me check... where is it?

@YoussefAKQ: Okay, first of all turn the ATM around or go behind it. Do you see the small cable management box at the bottom left of the ATM?

Jorge: Yes, I might have found it. There is a sign that says 'cable management box'.

@YoussefAKQ: Perfect, open the box and tell me if you see a small blue cable connected to the first switch.

Jorge: It seems like it's a bus network. The cables are linked to this node, and the information might have been traveling the wrong way, or collapsing. I see a blue and a black cable.

@YoussefAKQ: Okay, unplug that black cable and try to connect the blue cable in the first switch and the black one to the last switch. And when you have done that, try to access to your account again.

Jorge: I should have caution now. I may not have followed the steps correctly.

Allright, it worked!

@YoussefAKQ: I'm glad to hear that! The problem was that the ATM had no access to the server database because of the unplugged LAN cable. Do you need more help with anything?

Jorge: I don't ! You were very kind and found how to fix it. Thanks.

@YoussefAKQ:Perfect, I hope you have a nice day goodbye.