



eMedNY Phase II

Omni3750 Device Error Messages

eMedNY Phase II



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Errors and Problems:

APPL NOT CONFGD

The device is unable to perform a download and must be replaced. Please call Provider Services at 1-800-343-9000.

BAD RX COMM

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0** (zero) **ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If the problem still persists please contact your telecommunications department or telephone service provider. You are currently experiencing a problem with your telephone lines.

BAD TX COMM

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.



- If no "9" is needed type in **0** (zero) **ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
 5. Press the **GREEN** key (terminal will display **BACKUP#**).
 6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
 7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact your telecommunications department or telephone service provider. You are currently experiencing a problem with your telephone lines.

BUSY REDIALING

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0** (zero) **ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

CANNOT CONNECT

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).



- Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a “9” is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no “9” is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
- 4. Terminal should display **ENTER NYM TELE NO.**
- 5. Press the **GREEN** key (terminal will display **BACKUP#**).
- 6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
- 7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

CARD SWIPE IS NOT WORKING

Please unplug and plug the device back in and try the swipe again before performing the script below

1. Press the **RED** key (terminal should display **DAY, DATE and TIME**).
2. Press the **F2** and **F4** keys at the same time (terminal should display **SYSTEM MODE ENTRY PASSWORD**).
3. Type in **1 ALPHA ALPHA 6 6 8 3 1** and press the **GREEN** key.
4. Press the **PROVIDER** key 4 times.
5. Press **F4** (Mag card Diag).
6. Now swipe a credit or debit card, Magnetic stripe down with it pointing towards the keypad.
7. You should now see Valid Data on 2 or 3 tracks (The card swipe is working). Press the **RED** key 2 times and press **F4** restart. When the device is back at the day date and time, the machine is ready to use.
8. If you do not see Valid Data, press the **RED** key 2 times and press **F4** restart. When the device is back at the day date and time, start the script over.

If the problem still persists please contact Provider Services at 1-800-343-9000.

CHECK LINE

The CHECK LINE error message indicates that the terminal is picking up the phone line and not hearing a dial tone.

1. Does the device shares this line. If so, is the other device currently in use? Wait until the other device is done and see if the terminal dials.
2. Double check all connections to insure they are inserted properly:
 - THE PHONE LINE IS IN THE “HS” PORT IN THE BACK OF THE TERMINAL.
 - THE PHONE LINE IS CONNECTED TO AN ANALOG PHONE JACK.



Attempt another transaction.

3. If the line is shared, unplug all other devices connected to this line. Attempt another transaction.
4. Connect a regular telephone to the line and listen for a dial tone. If you have no dial tone it is the phone line experiencing a problem. If you hear a dial tone is the line digital or analog? The device will **NOT** work on a digital line. If it is analog, review step 2.
5. Move the terminal to another phone jack and attempt another transaction.

If the problem still persists please contact Provider Services at 1-800-343-9000.

DOWNLOAD NEEDED

1. The Omni 3750 should display **DOWNLOAD NEEDED. INVALID *GO PARAMETER.**
2. Press the **F2** and **F4** keys at the same time. The terminal should display **SYSTEM MODE ENTRY PASSWORD** with a line of dashes.
3. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
4. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 1.**
5. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 2.**
6. Press the **F2** key. The terminal should display **SYS MODE FILE FILE GROUP _1.**
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE FILE GROUP 1 PASSWORD** followed by a line of dashes.
8. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
9. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4.**
10. Press the **F3** key. The terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 COM2 F4.**
11. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G1** and **DOWNLOAD NOW** with a blank line between them. Watch that blank line. If after 1 minute a line of dashes appears, all is well. Each dash should turn into a star as the download progresses.
12. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE C.** Press the **RED/X** key.
13. The machine should go through an **UNZIP** and **VERIFY** process on the screen. This takes about a minute. It should then display the normal **SWIPE CARD OR PRESS F4 TO BEGIN** screen.
14. The device has been successfully downloaded.

If the problem still persists please contact Provider Services at 1-800-343-9000.

ERROR. SET TIMER 7A

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **F2** & **F4** keys at the same time (terminal should display **SYS MODE ENTER PASSWORD**).



3. Type in **1 ALPHA ALPHA 6 6 8 3 1** and press the **GREEN** key (terminal should display **SYS MODE MENU 1**).
4. Press the **F3** key (terminal should display **SYS MODE CLOCK**).
5. Type in the Date **YYYYMMDD** (example: 20030531 = May 31st 2003).
6. Press the **PROVIDER** key (terminal should display **SYS MODE CLOCK**).
7. Type in the Time **HHMM** (Military Time. Example: 1630 = 4:30pm).
8. Press the **GREEN** key (terminal should display **SYS MODE MENU 1**).
9. Press the **F4** key. This will reboot the device with the corrected Day, Date and Time.
10. Device is now ready for use.

If the problem still persists please contact Provider Services at 1-800-343-9000.

HOST SENT EOT

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

INV TERM ACCESS

The device is unable to perform a download and must be replaced. Please call Provider Services at 1-800-343-9000.

INVALID *GO PARAMETER

1. The Omni 3750 should display **DOWNLOAD NEEDED. INVALID *GO PARAMETER**.
2. Press the **F2** and **F4** keys at the same time. The terminal should display **SYSTEM MODE ENTRY PASSWORD** with a line of dashes.
3. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.



4. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 1**.
5. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 2**.
6. Press the **F2** key. The terminal should display **SYS MODE FILE FILE GROUP _1**.
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE FILE GROUP 1 PASSWORD** followed by a line of dashes.
8. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
9. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4**.
10. Press the **F3** key. The terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 COM2 F4**.
11. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G1** and **DOWNLOAD NOW** with a blank line between them. Watch that blank line. If after 1 minute a line of dashes appears, all is well. Each dash should turn into a star as the download progresses.
12. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE C**. Press the **RED/X** key.
13. The machine should go through an **UNZIP** and **VERIFY** process on the screen. This takes about a minute. It should then display the normal **SWIPE CARD OR PRESS F4 TO BEGIN** screen.
14. The device has been successfully downloaded.

If the problem still persists please contact Provider Services at 1-800-343-9000.

INVALID *GO VARIABLE

1. The Omni 3750 should display **DOWNLOAD NEEDED. INVALID *GO PARAMETER**.
2. Press the **F2** and **F4** keys at the same time. The terminal should display **SYSTEM MODE ENTRY PASSWORD** with a line of dashes.
3. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
4. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 1**.
5. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 2**.
6. Press the **F2** key. The terminal should display **SYS MODE FILE FILE GROUP _1**.
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE FILE GROUP 1 PASSWORD** followed by a line of dashes.
8. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
9. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4**.
10. Press the **F3** key. The terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 COM2 F4**.
11. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G1** and **DOWNLOAD NOW** with a blank line between them. Watch that blank line. If



- after 1 minute a line of dashes appears, all is well. Each dash should turn into a star as the download progresses.
12. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE C**. Press the **RED/X** key.
 13. The machine should go through an **UNZIP** and **VERIFY** process on the screen. This takes about a minute. It should then display the normal **SWIPE CARD OR PRESS F4 TO BEGIN** screen.
 14. The device has been successfully downloaded.

If the problem still persists please contact Provider Services at 1-800-343-9000.

LOST CARRIER

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO**.
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **STONE** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

LOST COMM WITH HOST

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO**.



5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **tone** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

MODEL NOT CONFIG

The device is unable to perform a download and must be replaced. Please call Provider Services at 1-800-343-9000.

NO ANSWER

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a "9" is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no "9" is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **tone** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

NO ENQ FROM HOST

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).



- Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a “9” is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no “9” is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
- 4. Terminal should display **ENTER NYM TELE NO.**
- 5. Press the **GREEN** key (terminal will display **BACKUP#**).
- 6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **tone** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
- 7. Press the **RED** key and try another transaction.

If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

NO POWER TO THE DEVICE OR THE SCREEN IS BLANK

1. Unplug the **POWER** wire from the back of the terminal.
2. Plug it back in and turn it to the right (like a lock and key).

If the problem still persists:

3. Plug the power cord into a different electrical outlet.

If the problem still persists please contact Provider Services at 1-800-343-9000.

NO RESP FROM HOST

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERM SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
 - Some providers may need to dial something special to get an outside line on their phone system, though a 9 is most common. If you require a number other than 9, please adjust the following accordingly:
 - If a “9” is needed type in **9 * ALPHA** and press the **GREEN** key.
 - If no “9” is needed type in **0 (zero) ALPHA ALPHA** and press the **GREEN** key.
4. Terminal should display **ENTER NYM TELE NO.**
5. Press the **GREEN** key (terminal will display **BACKUP#**).
6. Press the **GREEN** key (terminal will display **DIAL TYPE** with the word **tone** underneath it. If the terminal displays **PULSE**, press **F1** to set the Dial Type to Tone).
7. Press the **RED** key and try another transaction.



If device does not respond, press the **RED** key and repeat process again.

If the problem still persists please contact Provider Services at 1-800-343-9000.

PLEASE WAIT

1. Unplug the power from the back of the device. The power cord is a large black cord. They may have to twist it for the plug to come out.
2. Once the device is without power, wait about 10 seconds.
3. Plug the power cord back in. Once the device returns to the **'Swipe card or Press F4 to begin'** screen, submit another transaction.

If the problem still persists please contact Provider Services at 1-800-343-9000.

PRINT INIT ERR -1

The device is out of paper.

1. Open the printer compartment and replace the old roll with a new roll of 2 1/4" X 85' thermal paper.

If the problem still persists please contact Provider Services at 1-800-343-9000.

RAM CHKSUM ERROR G1

1. The Omni 3750 should display **DOWNLOAD NEEDED. INVALID *GO PARAMETER.**
2. Press the **F2** and **F4** keys at the same time. The terminal should display **SYSTEM MODE ENTRY PASSWORD** with a line of dashes.
3. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
4. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 1**.
5. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 2**.
6. Press the **F2** key. The terminal should display **SYS MODE FILE FILE GROUP _1**.
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE FILE GROUP 1 PASSWORD** followed by a line of dashes.
8. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
9. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4.**
10. Press the **F3** key. The terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 COM2 F4.**
11. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G1** and **DOWNLOAD NOW** with a blank line between them. Watch that blank line. If after 1 minute a line of dashes appears, all is well. Each dash should turn into a star as the download progresses.



12. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE C**. Press the **RED/X** key.
13. The machine should go through an **UNZIP** and **VERIFY** process on the screen. This takes about a minute. It should then display the normal **SWIPE CARD OR PRESS F4 TO BEGIN** screen.
14. The device has been successfully downloaded.

If the problem still persists please contact Provider Services at 1-800-343-9000.

REJECT CODE 41

Your Terminal is not registered on the eMedNY System. Please call 1-800-343-9000.

SYSTEM ERROR

1. Press the **F4** key to reboot the terminal. The terminal should reboot.
2. Attempt another transaction.
 - If unsuccessful, continue with script.
 - If successful, issue has been resolved
3. Try the machine on a different telephone line and attempt another transaction.

If the problem still persists please contact Provider Services at 1-800-343-9000.

TERML NOT AVLBL

The device is unable to perform a download and must be replaced. Please call Provider Services at 1-800-343-9000.

WRITE COMM FAIL

The device is unable to perform a download and must be replaced. Please call Provider Services at 1-800-343-9000.

KEYPAD FAILURE OR THE GREEN KEY DOES NOT WORK

Please call 1-800-343-9000. A replacement terminal will be required.



How to:

ADD A DIAL PREFIX

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should ask for **PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
4. If a prefix is needed, type in prefix number (Example: 9, type in **9 *** (asterisk) **ALPHA**).
5. Press the **GREEN** key.
6. Press the **RED** key.
7. Dial prefix has been added.

If you still need assistance please contact Provider Services at 1-800-343-9000.

DELETE A DIAL PREFIX

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should ask for **PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
4. Type in **0** (zero) **ALPHA ALPHA**.
5. Press the **GREEN** key.
6. Press the **RED** key.
7. Dial prefix has been deleted.

If you still need assistance please contact Provider Services at 1-800-343-9000.

ADD/DELETE PROVIDER IDS

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **PROVIDER** key (terminal should display **ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **PROVIDER SETUP**).
4. Type in the 2 digit provider location (terminal can hold 1-20 providers).
5. Press the **GREEN** key after the provider location has been typed in.

If Adding a Provider:

6. Type in the new Provider number to be added to the device.

If Deleting a Provider:

7. Press the **BACKSPACE** (yellow) key over the existing Provider ID.
8. Press the **GREEN** key and then press the **RED** key.



If device does not respond, press the **RED** key and repeat process again.

If you still need assistance please contact Provider Services at 1-800-343-9000.

PURCHASE PAPER REFILL

1. Purchase the paper refill from an office supply store.

Paper size = 2 1/4" X 85' thermal paper (Two and one quarter inches by eighty five feet).

2. Purchase the paper refill through the mail from TASQ (800) 420-3197. You will need a credit card to place the order.

If you still need assistance please contact Provider Services at 1-800-343-9000.

REPORT A LOST OR STOLEN TERMINAL

Please Contact Provider Services at 1-800-343-9000.

SET DAY DATE AND TIME

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **F2 & F4** keys at the same time (terminal should display **SYS MODE ENTER PASSWORD**).
3. Type in **1 ALPHA ALPHA 6 6 8 3 1** and press the **GREEN** key (terminal should display **SYS MODE MENU 1**).
4. Press the **F3** key (terminal should display **SYS MODE CLOCK**).
5. Type in the Date **YYYYMMDD** (example: 20030531 = May 31st2003).
6. Press the **PROVIDER** key (terminal should display **SYS MODE CLOCK**).
7. Type in the Time **HHMM** (Military Time. Example: 1630 = 4:30pm).
8. Press the **GREEN** key (terminal should display **SYS MODE MENU 1**).
9. Press the **F4** key. This will reboot the device with the corrected Day, Date and Time.
10. Device is now ready for use.

If you still need assistance please contact Provider Services at 1-800-343-9000.

TURN PRINTER ON/OFF

1. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).
2. Press the **SETUP** key (terminal should display **TERMINAL SETUP ENTER PASSWORD**).
3. Type in **1 2 3 4 5 6** and press the **GREEN** key (terminal should display **DIAL PREFIX**).
4. Press the **GREEN** key (terminal should display **NYM TELE #**).
5. Press the **GREEN** key (terminal should display **BACKUP #**).
6. Press the **GREEN** key (terminal should display **DIAL TYPE**).
7. Press the **GREEN** key (terminal should display **PRINT ALL**).

8. Press the **F1** key to turn the printer on or press the **F2** key to turn the printer off.
9. Press the **RED** key. Printer setting has been adjusted.

If device does not respond, press the **RED** key and repeat process again.

If you still need assistance please contact Provider Services at 1-800-343-9000.

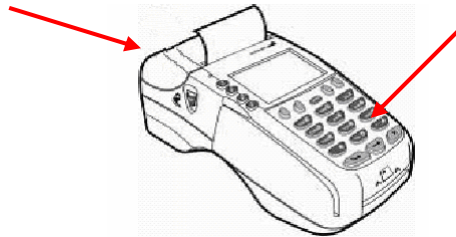
ADD CREDIT CARD INFORMATION TO YOUR DEVICE

The Omni3750 is to be used solely for NYS Medicaid transactions. **At no time** is the Omni3750 to be loaded with NYS Medicaid software and any credit card software at the same time.

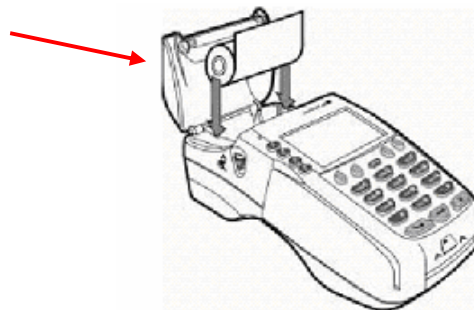
If you still need assistance please contact Provider Services at 1-800-343-9000.

INSERT PAPER

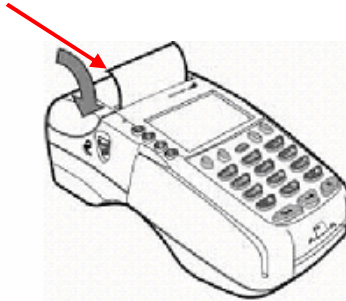
1. Turn the machine horizontally in front of you with the printer compartment to your left and color keys to your right. Example below:



2. Open the printer and take the paper out.
3. Put the roll of paper in your left hand.
4. Take the end of the roll and put it in your right hand, and open up the roll.
5. Drop the paper roll in the printer compartment. Do not feed the paper through the rubber boot on the blue gate. Example below:



6. Close the gate of the printer. Example below:



7. Press the review key. The last response should be displayed.
8. Press the * key and the response should print correctly.
9. If it still does not print, start over.

If you still need assistance please contact Provider Services at 1-800-343-9000.