

Dear Provider:

The latest version (V2120) of New York State Medicaid software for your Omni3750 or VX570 is now available. Computer Sciences Corporation is attempting to make this update as easy as possible. In order to facilitate the automatic download of the new software release, please leave your device turned on when not in use. We will attempt a download for you during non-business hours. All devices must be updated with the new software by Sept. 1, 2008.

In case we are not able to perform the download automatically or you want to manually perform the download, you may do so by following the steps listed in the attached sheet.

Please Note: After a download has been completed any customization made, such as a special dial prefix and/or provider numbers will be erased. To reprogram these specialty fields, please consult your MEVS manual (<http://www.emedny.org/ProviderManuals/AllProviders/supplemental.html#MEVSPM>). Please **DO NOT** enter your NPI number at this time. NPIs could be entered beginning Sept. 1, 2008.

If you need assistance or have any questions, please call Provider Services at 1-800-343-9000.

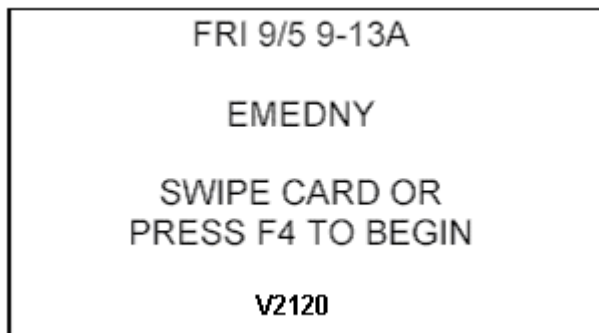
Sincerely,

Provider Services

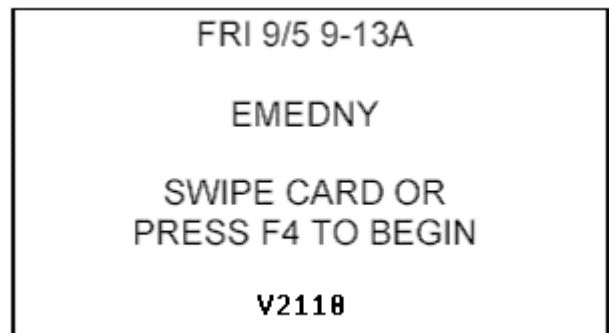
Updating your Omni 3750 & VX570 with the most current application

The Omni 3750 and VX570 MEVS Device display the currently loaded version number at the bottom of the 'idle' screen that is displayed when the device is waiting for a transaction to begin. If the Omni 3750 or VX570 you are using displays V2120, it has been loaded with the most current application. The first time the device is used after the download, it will display "Select Provider No.", indicating it is time to enter the provider number(s). If it displays V2110, please follow the directions in the attached sheet.

EXAMPLES:



The device has been loaded with the most current application. No download is required.



The device **has not** been loaded with the most current application. Follow the download directions in the attached sheet.

DISPLAY	STEPS/COMMENTS
Initial screen	Press the RED key Press the F2 and F4 key at the same time
SYSTEM MODE ENTRY PASSWORD	Enter "Z66831" (1-alpha-alpha 66831) and press the GREEN key
SYS MODE MENU 1	Press the Purple key labeled Provider to scroll down
SYS MODE MENU 2	Press the F2 (download) key
SYS MODE FILE FILE GROUP _1	Press the GREEN key
SYSTEM MODE FILE GROUP 1 PASSWORD	Enter "Z66831" (1-alpha-alpha 66831) and press GREEN key
SYS MODE DOWNLOAD G 1 FULL F3 PARTIAL F4	Press the F3 (Full) key
SYS MODE DOWNLOAD G 1 MODEM F2 COM1 F3 COM2 F4	Press the F2 (Modem) key
SYS MODE DOWNLOAD G1 DOWNLOADING NOW	Wait. The terminal is dialing the download computer. If the terminal displays CHECK LINE , check the telephone connection. If the cord is properly connected, the line may be busy. Press the RED key to abandon the call, or wait until the line is free.
SYS MODE DOWNLOAD G1 ----- DOWNLOADING NOW	When the download begins, a line of dashes (-) will appear on the second line. As the download progresses, the dashes will change to asterisks (*).
SYS MODE DOWNLOAD G1 DOWNLOAD DONE DOWNLOADING NOW	Even though the device displays DOWNLOADING NOW , once DOWNLOAD DONE appears the terminal has successfully completed the download. Press the RED key to restart the device and return to the day, date and time display. This response must be displayed before continuing. Entering any information before DOWNLOAD DONE is displayed will terminate this procedure.

Please Note: After a download has been completed any customizations made such as a special dial prefix and/or multiple providers will be erased. To reprogram these specialty fields please consult your MEVS manual. Please **DO NOT** enter your NPI number at this time. If you currently do not have a MEVS manual you can go to eMedNY.org and download it or call (800)343-9000 for assistance.

How to 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, go to 6a:

If Deleting a Provider, go to 6b:

- 6a. Type in the new Provider number to be added to the device. Continue to 7.
- 6b. Press the **BACKSPACE** (yellow) key over the existing Provider ID. Continue to 7.
7. Press the **GREEN** key and then press the **RED** key.

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

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.

How to Turn the 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**). *Please ask the Provider what the screen displays to ensure they've reached the proper step. If terminal does not display **PRINT ALL**, repeat steps 1 - 6.*
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.

For the full list of Omni3750 error messages and steps for resolution, please go to emedny.org and download the OMNI3750 Error Messages Provider Manual.