



Please follow the script as provided. If you still experience problems go to www.emedny.org/POS and locate the online presentations to view or call the eMedNY Provider Services Call Center at (800) 343-9000.

For use with only NYS Medicaid VeriFone Omni3750 or Vx570

How to Add/Delete a Dial Prefix

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.