



Please follow the script as provided. If you still experience problems go to [www.emedny.org/POS](http://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 Vx570 Version **QC0006A3**

## Download Needed

1. Press the **F2** and **F4** keys at the same time. The terminal should display **SYSTEM MODE ENTRY PASSWORD** with a line of dashes.
2. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
3. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 1**.
4. Press the **GREEN/ENTER** key. The top of the screen should display **SYS MODE MENU 2**.
5. Press the **F2** key. The terminal should display **SYS MODE FILE FILE GROUP \_1**.
6. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE FILE GROUP 1 PASSWORD** followed by a line of dashes.
7. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
8. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4**.
9. Press the **F3** key. The terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 COM2 F4**.
10. 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.
11. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE C**. Press the **Green** key.
12. 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.
13. Unplug the black power cord from the side of the terminal and wait 5 seconds.
14. Plug the black power cord back into the side of the machine.
15. The device has been successfully downloaded.