



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 QC0008A4 and QC0011A1

## 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 **F3** key. The terminal should display **SYS MODE DOWNLOAD GROUP ID \_1**.
5. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD GROUP 1 PASSWORD** followed by a line of dashes.
6. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G1.SINGLE-APP F3 MULTI-APP F4**
8. Press the **F3** key
9. The terminal should display **SYSTEM MODE DOWNLOAD G1. FULL F3 PARTIAL F4**.
10. Press the **F3** key. The terminal **may** display a warning stating that all files will be cleared from Group 1. Press **F4** to continue. The terminal should display **Deleting Files Coalescing Flash**. If no message displayed, continue to step 11.
11. Once completed the terminal should display **SYSTEM MODE DOWNLOAD G1 MODEM F2 COM1 F3 TCPIP F4**.
12. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G1 EDIT F3 START F4** and display system variables to perform the download.
13. Press the **F4** key to begin your download the machine should display **SYS MODE DOWNLOAD G1 GID: 1 APP ID: VNMV01 STATUS CONNECTING**
14. The terminal status should change to **DOWNLOADING** and dashes will appear. Once all the dashes have turned into stars, the machine should display **DOWNLOAD DONE**.
15. 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.
16. Unplug the black power cord from the side of the machine and count to 5.
17. Plug the black power cord back into the side of the machine.
18. The device has been successfully downloaded.

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