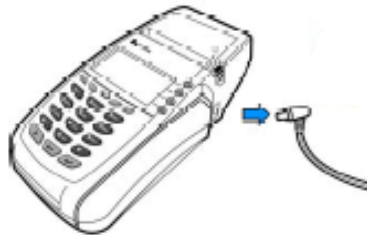


Please follow the script as provided. If you still experience problems go to www.emedny.org/POS and locate the online presentations to view or call the eMedNY Provider Services Call Center at (800) 343-9000.

For use with only NYS Medicaid Vx570

Where is my Vx570 Version Number

1. Unplug the power to your device as shown below.



2. When the first screen appears press and hold down the **Red** key.
3. On the second line of the display you will see a QC000 number. Write this number down. This is the version number of your terminal.



**Write this
number
down**

4. Your Terminal should have displayed Version QC0006A3 or Version QC0008A4 please use the appropriate download script available on www.emedny.org/pos to download your VeriFone Vx570 with the correct Version Number.