

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 Vx610

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 for numeric values only.
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 **YELLOW** key.
6. Press the "2" key.
7. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD GROUP 2 PASSWORD** followed by a line of dashes.
8. Type in password **1 ALPHA ALPHA 6 6 8 3 1**. Six stars should be displayed on the dashed line.
9. Press the **GREEN/ENTER** key. The terminal should display **SYSTEM MODE DOWNLOAD G2. FULL F3 PARTIAL F4**.
10. Press the **F4** key. The terminal should display **SYSTEM MODE DOWNLOAD G2 MODEM F2 COM1 F3 TCPIP F4**.
11. Press the **F2** key. The terminal should display **SYS MODE DOWNLOAD G2 EDIT F3 START F4** and display system variables to perform the download.
12. Press the **F4** key to begin your download the machine should display **SYS MODE DOWNLOAD G2 GID: 2 APP ID: VNMV01 STATUS CONNECTING**
13. 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**.
14. The machine should go through an **UNZIP** and **VERIFY** process on the screen. This takes about a minute. It should then display the normal **DATE TIME COMMSERVER EMEDNY** wait 30 seconds and press the **F3** key.
15. The device has been successfully downloaded.

If device does not respond or fails, an error message will print.

16. The terminal should display **RETRY DOWNLOAD? YES F3 NO F4**
17. Press the **F3** key.
18. Refer back to step 12.