

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 Vx570 or Vx610

How to Turn Off the Terminal Printer

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**).
4. Press the **GREEN** key (terminal should display **ENTER NYM TELE NO.**).
5. Press the **GREEN** key (terminal should display **ENTER BACKUP NO.**).
6. Press the **GREEN** key (terminal should display **DIAL TYPE**).
7. Press the **GREEN** key (terminal should display **PRINT ALL**).
8. Press the **F2** key to turn your printer off. (terminal should display **KEY BEEP**).
9. Press the **RED** key (terminal should display **EMEDNY DAY, DATE and TIME**).

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