

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 Locate a Programmed Dial Prefix

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**).
 - On the left side of the screen you may or may not see a programmed dial prefix. If your terminal dials a 9 first you should see a 9 programmed. If your terminal does not require a dial prefix you should see nothing displayed.
4. Press the **Red** key.

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