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Verifone vx570 troubleshooting

POS Start Guide Jan 2013 8 VeriFone Functions Vx570 VERIFONE Vx570 FUNCTIONS Initial Screen When the VeriFone Vx570 terminal is not actively being used, the device normally shows its "initial screen" (see below). To get to this screen in most circumstances, press the RED CANCEL key. Initial screen example: Page 2 POS Start Guide Jan 2013 9 VeriFone Functions Vx570 GRID # 1: DISPLAY ACTION SYS MODE MENU 1 Press the F3 key for CLOCK. SYS MODE CLOCK YEAR : YYYY MONTH : MM DAY : DD Enter the current date as "YYMMDD". Press the Provider (P2) key: SYS MODE CLOCK HOUR : HH MINUTE : MM Enter the current time as "HH:MM" Enter HH in 24-Hour clock format. (i.e.: 1:00pm - Hour: 13 Minute: 00) Press the GREEN ENTER key to Save & Exit Page 3 POS Start Guide Jan 2013 10 VeriFone Functions Vx570 DISPLAY ACTION SYS MODE CLOCK INCREMENT HOUR F1 EDIT TIME F2 EDIT DATE F3 DECREMENT HOUR F4 Press the F2 key to edit Time SYS MODE TIME CURRENT TIME: HH:MM:SS NEW TIME: : : Page 4 Page 5 If the number is correct, press the GREEN ENTER key to continue. If you need to correct the number, just enter it on the keypad then press the GREEN ENTER key to save and continue. ENTER BACKUP # 1-866-828-4815 ----- This is the number the device will dial in case the main number does not respond to submit NYS Medicaid transactions. If the number is correct, press the GREEN ENTER key to continue. If you need to correct the number, just enter it on the keypad then press the GREEN ENTER key to save and continue. DIAL TYPE TONE TONE PULSE The type of phone system used. Tone should be selected. . The current setting is the word under "DIAL TYPE". If you need to change the setting, press the F1 key for Tone. Otherwise, press the ENTER key to continue. PRINT ALL YES YES NO This designates whether the device will automatically print responses. Default is 'YES'. The current setting is the word under "PRINT ALL". To change the setting, press the F1 key to automatically print responses or press the F2 key to not automatically print responses. NOTE: When the "PRINT ALL" is set to "no", you may print manually by pressing the 0 (Zero) key from the initial screen. Press the ENTER key to continue. KEY BEEP NO YES NO This designates whether the device will beep when a key is pressed. Default is 'NO'. The current setting is the word under "KEY BEEP". To change the setting, press the F1 key to beep or press the F2 key to not beep. NOTE: Errors will still cause a beep to sound. Press the GREEN ENTER key to continue. Emdeon Vx570 User's Guide Chapter 3: Customize Your Terminal Setup © 2011 Emdeon Business Services LLC. All rights reserved. Page 21 This material contains confidential, proprietary information. Unauthorized use or disclosure of the information is strictly prohibited. Change the Date and Time To change the date and time displayed on your terminal: Step Terminal Display Action This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Display on page 11 1 WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY Press any key (except 3). 2 MM/DD/YY HH/MM Medical Address Verify Financial Press to page down. 3 Setup Press to select Setup. 4 Config Enter Admin Passcode: Enter your Administrator passcode, and press . Your password will display as asterisks as you type. 5 Setup Manage Users Manage Providers Communications Press to page down. 6 Manage Hot Keys Reports Terminal Date/Time Press to select Date/Time. 7 Date/Time Enter Date: current date setting Type the new date, in MMDDCCYY format. (The terminal provides the dashes.) Press or just press to accept the displayed date. 8 Date/Time Enter Time: current time setting Type the new time, in military time, HH:MM format. (The terminal provides the colon.) Press or just press to accept the displayed time. 9 Date/Time Date/Time Successfully Changed (displays briefly...) 10 Manage Hot Keys Reports Terminal Date/Time Do one of the following: • Press or to navigate the Setup menu • Press to exit the Setup menu. Page 2 Emdeon Vx570 User's Guide This publication is the proprietary property of Emdeon and is furnished solely for use pursuant to a license agreement giving the user the right to use the Emdeon product(s) referenced in this document. All uses of this document are subject to the terms of such license agreement. This document may not be used except as permitted by such license agreement or changed, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without the prior consent of Emdeon. Copyright is held by Emdeon Business Services, LLC. Emdeon is not liable for any losses or damages that result from the use of this material, including loss of profit or indirect, special, or consequential damages. Page 3 Emdeon Vx570 User's Guide Chapter 3: Customize Your Terminal Setup © 2011 Emdeon Business Services LLC. All rights reserved. Page 16 This material contains confidential, proprietary information. Unauthorized use or disclosure of the information is strictly prohibited. Manage Providers Your Emdeon Vx570 terminal allows the Administrator to set up a Provider QuickCodes list for payers who require that a provider ID and a provider first and last names are sent with their transactions. The list can include both inquiring (requesting) provider IDs and servicing provider IDs. The Administrator can add, edit, or delete from one to 99 provider names, their associated provider IDs (including National Provider Identifiers (NPIs) and taxpayer IDs), and their QuickCode numbers from the list. A list of provider names that are entered can be viewed. Also, the Provider QuickCodes list with the provider names, provider IDs, and QuickCodes can be printed. When entering a transaction, the user can choose to: • press to display a list of provider names, select a provider (you see the provider's provider ID), then press . • type the provider's one- or two-digit QuickCode number and press (you see the provider's provider ID), press again . • type the provider's provider ID, then press . Provider ID Error Messages You may receive a terminal error message when adding or editing providers on the QuickCode list or when selecting a provider ID to enter for a transaction. See Chapter 7: Terminal Error Messages on page 38 for a list of error messages and their explanations. Add a Provider Step Terminal Display Action This procedure begins from the Emdeon idle state. If the main menu or screen saver is displayed, see Terminal Display on page 11 1 WELCOME TO EMDEON SWIPE CARD OR PRESS ANY KEY Press any key (except 3). 2 MM/DD/YY HH/MM Medical Address Verify Financial Press to page down. 3 Setup Press to select Setup. 4 Config Enter Admin Passcode: Enter your Administrator passcode, and press . Your password will display as asterisks as you type. 5 Setup Manage Users Manage Providers Communications Press to select Manage Providers. 6 QuickCode Setup: Add Provider Edit Provider View Providers Press to select Add Provider. 7 Add Provider Enter QuickCode (0 - 99): Assign a QuickCode number for the provider from 1 to 99. Press (If you select a QuickCode number that is already taken, you will receive the message "QuickCode Assigned"; press to clear the message, press the Backspace key to delete the number[s], then enter another number.) 8 Add Provider Enter Provider Last Name: Type the provider's last name. Press Page 4 Emdeon Vx570 User's Guide Contents © 2011 Emdeon Business Services LLC. All rights reserved. Page 4 This material contains confidential, proprietary information. Unauthorized use or disclosure of the information is strictly prohibited. Chapter 7: Terminal Error Messages Actv Cvg MS Limitations Plan Cvg MS End of Receipt FunctionTerminal DisplayAdd Servers1. Press MORE key twice and Press F1 for Server Setup.2. Key in password: 998877; Press ENTER.F1Server Setup3. Press F4 for Add Server.F24. Key in server number; Press ENTER.F35. Key in password (same as server ID).F4Password*****6. Re-enter in password; Press ENTER.MOREthan justProcessing.Scan here to learn moreabout Alpha Card ServicesWhat's New at Alpha Card? www.alphacardservices.comwww.alphacardservices.com/facebookwww.alphacardservices.com/blogwww.alphacardservices.com/twitterwww.alphacardservices.com/linkedinAlpha Card Services (Corporate): 475 Veit Road, Huntingdon Valley, PA 19006Alpha Card Services (West Coast): 9001 Foothills Boulevard, Suite 170, Roseville, CA 95747P: 866.253.2227 • F: 866.289.6600 • www.alphacardservices.com VeriFone VX570Quick Reference GuideAlpha Card ServicesCustomerReceiptVeriFone.Terminal DisplayF1Swipe SideF2F3F4Reprint KeyMore KeyMOREREPORTSREPRINTReports KeyTip Adjust KeyALPHAPFA1E23PEQZ.ABCDEFEDR456GHJIKLMNOLANGUAGE789PRSTUVWXY*0#/' *-SPMENCANCEL KeyXENTER KeyCLEAR KeyVFX570-1112

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