



## **POS: Software Maintenance Functions**

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The software maintenance functions allow you to set and maintain a number of options using your Point of Service (POS) device.

### **POS Functions**

The software maintenance functions consist of the following:

- POS Password Change
- Software Download
- Shortcut Key
- Date/Time Change
- Test Transactions
- PBX Number Change
- Printer Test
- Version Number
- Maintenance Terminal Initialization (TI) Function

If you have questions regarding the operation of the POS device, the meaning of messages or what to enter at a given prompt, refer to the appropriate section of your provider manual or call the EDS POS/Internet Help Desk at 1-800-427-1295.

### **Password Change**

Your POS password will allow you to perform any of the software maintenance functions.

### **Function Code "CP"**

Pressing the <FNC> key will display the following, prompting you to enter the program function code. Type "CP" and press <ENTER>.

**ENTER FUNCTION CODE:**

**CP**

Existing Password

You will then be prompted to enter your existing POS password. Enter your password and press <ENTER>. The screen will display asterisks instead of your password as a security measure.

The default password for your device is six zeros (000000). If you are changing your password for the first time, enter "000000" at this prompt.

**ENTER POS PASSWORD**

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New Password

You will then be prompted to enter a new password. Choose a password that you can easily remember. Passwords must be entered exactly. Press <ENTER>.

**ENTER NEW PASSWORD**

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Re-enter Password

You will then be prompted to re-enter your password. This is a check to make sure that you made no typographical errors when you entered your password. Re-enter your POS password and press <ENTER>.

**REENTER NEW PASSWORD**

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Successful Change

If the POS password was successfully changed, the following screen will be displayed:

**POS PASSWORD SUCCESS**

**FULLY CHANGED**

Unsuccessful Change

If the POS password was not successfully changed, the following screen will be displayed:

**POS PASSWORD CHANGE  
FAILED**

You will receive a "POS PASSWORD CHANGE FAILED" prompt if the same information is not entered both times. When this happens, you will be returned to the "WELCOME TO MEDI-CAL ... SWIPE CARD" screen. Press <FNC> <C><P> and begin again.

Software Download

Software downloads are necessary when new versions of software for the POS device become available. Using the POS device, you will be able to schedule software downloads when you want.

Function Code "92"

Pressing <MAINT> will display the following screen, prompting you to enter the program function code. Type "92" and press <ENTER>.

**ENTER MAINT FUCTION:  
92**

POS Password

You will then be prompted to enter your POS password. Enter your POS password and press <ENTER>.

**ENTER POS PASSWORD  
\*\*\*\*\***

Download Time

You will be prompted to enter the time in which you want the download to occur. Enter the time in 24-hour format (HHMM) and press <ENTER>. The POS device will insert a colon (:) after the first two numbers entered. Therefore, if entering a download time of 9:00 a.m., enter "0900".

**ENTER DOWNLOAD TIME:**  
**09:00**

Schedule Download

If you enter a time, the POS device will inform you that the software download has been scheduled. The POS device will attempt to download the software at that specified time. The length of time to download software depends on the size of the software modifications.

Cancel Download

To cancel a scheduled software download before the scheduled time, enter zeros in the time field and press <ENTER>.

Immediate Download

If you enter "9999" and press <ENTER>, the POS device will attempt to download the software immediately.

Successful Download

When the software download has successfully completed, the following screen will be displayed. At this time you must initiate a test transaction or terminal initialization. This is to ensure that the software has been downloaded and installed properly. See "Test Transactions" on a following page in this section.

**DOWNLOAD COMPLETED**  
**INITIATE TEST TXN**

Unsuccessful Download

If the download process is interrupted due to a line failure, you will see the following message. Refer to the "Restart Download" instructions to resume the download process.

**PLEASE INITIALIZE**  
**OR CALL HELP-FE**

Restart Download

1. Press the <F10> key, enter "92" and press <ENTER>.
2. Press "Y" in response to the following message and press <ENTER>. The download process will resume. If the download does not resume, verify the download phone number and try again. If the download continues to fail, call the POS/Internet Help Desk.

**PROGRAM LOAD  
CORRECT? YES OR NO**

Verify Download  
Phone Number

If you continue to get the "PLEASE INITIALIZE OR CALL HELP-FE" message, perform the following steps.

1. Press <F10> and enter "02", then press <ENTER>.

**PLEASE INITIALIZE  
OR CALL HELP-FE**

2. Enter the program load phone number and press <ENTER>.

**INIT. TELEPHONE NO.  
18003614932**

3. Enter the program load phone number and press <ENTER>.

**NMS TELEPHONE NO.  
18003614932**

4. Enter the phone type and press <ENTER>.

**DIAL 0-TONE 1-PULSE  
0**

5. Enter the PABX access code to get an outside line, if needed. Press <ENTER>.

**PABX ACCESS CODE**

**9**

6. Press <F12> to Exit or press <ENTER> to review your input.

**EXIT, PRESS 'CANCEL'**

7. You will then be returned to the "PLEASE INITIALIZE OR CALL HELP-FE" message. Perform the Restart Download instructions again to resume the download.

#### Shortcut Key

The shortcut key function allows you to code commonly used provider numbers with a two-digit numeric key combination (codes 01 thru 10). After you have coded a two-digit combination, you may enter this number whenever the POS terminal asks you for your provider number.

#### Function Code "PS"

Pressing <FNC> will display the following, prompting you to enter the program function code. Type "PS" and press <ENTER>.

**ENTER FUCTION CODE:**

**PS**

#### POS Password

You will then be prompted to enter your POS password. Enter your POS password and press <ENTER>.

**POS PASSWORD:**

**\*\*\*\*\***

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**Short Cut Key**

You will then be prompted to enter a two-digit shortcut key. Choose a two-digit code between 01 and 10 to represent your provider number. Enter the code and press <ENTER>. If you enter a shortcut key that is already being used, the POS device will show the provider number currently using that shortcut key. Press <CANCEL> twice to return to the "WELCOME TO MEDI-CAL ... SWIPE CARD" screen and begin again with a different shortcut key.

**ENTER SHORT CUT KEY:**

**01**

**Provider Number**

After entering a two-digit code that is not in use, you will be prompted to enter your provider number. Enter your provider number and press <ENTER>.

**ENTER PROVIDER #:**

**XXX456780**

**Submitter ID**

You will then be prompted to enter your submitter ID number. Enter your three-digit submitter ID and press <ENTER>. If you do not have a submitter ID, press <SK> to skip this field.

**SUBMITTER ID:**

**123**

**Date/Time Change**

This function allows you to set the time and date on the POS device.

**Function Code "DT"**

Pressing the <FNC> key will display the following screen, prompting you to enter the program function code. Type "DT" and then press <ENTER>.

**ENTER FUNCTION CODE:**

**DT**

POS Password

You will then be prompted to enter your POS password. Enter your POS password and press <ENTER>.

**POS PASSWORD:**

\*\*\*\*\*

New Date

You will then be prompted to enter the new date. The POS device will display, as a default, the date already set. If this is not the correct date, type the date (YY-MM-DD) and press <ENTER>, or press <ENTER> to accept the current date in the POS device.

**ENTER NEW DATE:**

**94-02-15**

New Time

After entering the new date, you will be prompted to enter the new time. The POS device will display, as a default, the time already set. If this is not the correct time, type the time in 24-hour format (HHMM) and press <ENTER>, or press <ENTER> to accept the current time in the POS device.

**ENTER NEW TIME:**

**14:53**

**Test Transactions**

This function is used for testing your POS device and its capability of sending a transaction successfully to the Medi-Cal Host computer. The transaction being sent is only a “dummy.”

Function Code “TX”

Pressing the <FNC> key will display the following, prompting you to enter the function code. Type “TX” and then press <ENTER>.

**ENTER FUNCTION CODE:**

**TX**

Provider Number

You will then be prompted to enter your provider number. Enter your provider number and press <ENTER> or enter your shortcut key and press <ENTER> twice. (Shortcut keys are explained on a previous page in this section.)

**PROVIDER NUMBER:**  
**PHA456780**

Submitter ID

You will then be prompted to enter your submitter ID number. Enter your three-digit submitter ID and press <ENTER>. If you do not have a submitter ID, press <SK> to skip this field.

**SUBMITTER ID:**  
**123**

PIN

You will then be prompted to enter your Provider Identification Number (PIN). Enter your PIN and press <ENTER>. (The POS device will display asterisks instead of your PIN for security reasons.)

**PIN:**  
**\*\*\*\*\***

Send Transaction

A menu will then be displayed for you to select from. Press "1" (SEND) to send this test transaction to the Medi-Cal Host. (Choosing "2" [RE-EDIT] will re-display the provider number, Submitter ID and PIN for re-editing.)

**1: SEND** **2: RE-EDIT**  
**3: CANCEL**

Connected to Host

When the POS device has connected to the Host system, the following message will be displayed:

**TEST TRANSACTION**  
**PROCESSING NOW**



**PBX Number Change**

Private Branch Exchange (PBX) numbers tell the POS how to dial out. For example, if obtaining an outside line requires dialing a "9" first, then "9" is your PBX number. This function will allow you to set the PBX number in the POS device.

Function Code "99"

Pressing the <MAINT> key will display the following screen, prompting you to enter the function code. Enter "99" and then press <ENTER>.

**ENTER MAINT FUNCTION:**  
**99**

POS Password

You will then be prompted to enter your POS Password. Enter your POS Password and then press <ENTER>.

**ENTER POS PASSWORD:**  
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Function Code "3"

You will then be prompted to enter a program function key. Type "3" and press <ENTER>.

**ENTER PGM FUNCTION:**  
**3**

PBX Number

You will then be prompted to enter the PBX Number. Enter your PBX number and press <ENTER>.

**ENTER PBX NUMBER:**  
**9**

Delete PBX Number

If you want to tell the POS device not to dial a PBX number, press <DEL> <ENTER> at this prompt.

Accept Changes

After you enter your PBX number, the POS device will display the following screen. Press "Y" to accept the information you entered. Press "N" to cancel without saving any of the changes you've made.

**ACCEPT CHANGES Y/N:**

**Y**

**Printer Test**

The printer test is a function that allows you to test to see if your printer is working properly.

Function Code

Pressing the <MAINT> key will display the following screen, prompting you to enter the program function code. Enter "84" and press <ENTER>.

**ENTER FUNCTION CODE:**

**84**

The POS device will then display the following screen. Press <1> <ENTER> to test your printer.

**1-PRINTER**

**2-KEYBOARD**

**3-TRK1**

**4-TRK2**

**5-DISP**

Your printer will then print a pattern. If you see any problems with the test contact the EDS POS/Internet Help Desk.

Other Options

You will only use options two through five if the EDS POS/Internet Help Desk operator is assisting you with problems in your keyboard, card reader or screen display. The EDS POS/Internet Help Desk operator will give you instructions on the use of options two through five, if necessary.

**Version Number**

When calling the POS/Internet Help Desk, you may be asked for the version number of the POS software loaded on your POS device.

To display the version number, press the <MAINT> key. The following screen will be displayed. Enter "91" and press <ENTER>.

**ENTER MAINT FUNCTION:**

**91**

The POS device will then display the following screen. Press <CANCEL> to return to the main screen.

**Note:** If you do not have version 303.V00, the message on this screen will vary.

**ZZA0303.V00**

**T7AEPRMT45**

**Maintenance Terminal Initialization Function**

The Maintenance Terminal Initialization Function contains important telephone numbers for the Network International Identifier (NII) and other technical communications information.

To access the Terminal Initialization (TI) function, follow these steps:

1. Press <F2> or MAINT key. The "ENTER MAINT FUNCTION" prompt will be displayed.
2. Enter "T" and "I" on the device key pad and press <ENTER>. The "SYSTEM PASSWORD" will be displayed.
3. Enter your current password or type in zeros and press <ENTER>. Six asterisks will be displayed.

**pos8**  
**14**

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The order in which you will see the prompts and what information should be there follows.

Prompt	Standard Data	Key Pressed
Modem Mode	00	<ENTER>
Host Phone #	18007076225 <i>(Do not change this field.)</i>	<ENTER>
Host Connect Time	30	<ENTER>
Host Dial Attempts	02	<ENTER>
Secondary Host Phone	18007076225 <i>(Do not change this field.)</i>	<ENTER>
Scnd Connect Time	30	<ENTER>
Scnd Dial Attempts	02	<ENTER>
Auxiliary Host Phone	18007076225	<ENTER>
Aux Connect Time	30	<ENTER>
Aux Dial Attempts	02	<ENTER>
Initialization Phone	18003614932	<ENTER>
Init. Time Out	45	<ENTER>
Program Load Phone #	18003614932	<ENTER>
Time Out	45	<ENTER>
CU Address	30	<ENTER>
Line Type	01	<ENTER>
PBX Access Code	9 If an access code 9 is required for dialing calls to an outside line, enter a 9 here (for example, you must dial a "9" to get an outside line). Leave this field blank if an access code is not required for your telephone line.	<ENTER>
Dial Mode	00	<ENTER>
NII Production	214	<ENTER>
NII Test-A	210	<ENTER>
NII Test-B	211	<ENTER>
NII Model Office	212	<ENTER>
Packetize Msg?	00	<ENTER>
Site Name: (Max 40)	Defined by user	<ENTER>
Printer Type	00 Designates the old printer, default. 06 Designates the new printer. The printer type is indicated on the bottom of the printer. The "old" printer is labeled as "Invoice Printer P7-40P." The "new" printer is labeled as "Model P8F." The serial number is located on the bottom of the printer.)	<ENTER>