EQUIPMENT INSTALLATION GUIDELINES

Am I prepared for the Ohio ECC Device?

The State of Ohio will soon be implementing a statewide Electronic Child Care (ECC) attendance tracking system. An electronic Point of Service (POS) device will be used to track the time and attendance of the children participating in this program.

Below is a guide to help ensure that you, the provider, have the necessary phone or internet connections in place to accept the installation of this device. After reading this information, if you have any questions, please contact the ACS Provider Information Helpline at 1-866-217-1076.

To be able to install the device, and for the device to function properly, it needs to be connected to a telecommunications line through a phone line or the internet. Each option has unique requirements that must be met in order to successfully install and maintain the device.

If you have a standard analog telephone line, your connection will be made by phone using a VeriFone Vx510 device. If you do not have this type of telephone but have high-speed internet, you may choose to connect the device to the ACS system through your high-speed internet service. If you choose to use the internet connection you will receive the VeriFone Vx570 device.

Analog (Phone) Option:

- Do you have an existing analog phone line at your location?
    - A typical analog phone line can be your phone, a fax machine, or a credit card machine.
    - If you have a fax machine, the technician will usually be able to install the device using that line.
        - If the fax line is used, make sure the dial prefix is known and given to the technician upon install.
    - If your phone system is an analog system, make sure that you are able to call 1 -800 #'s
        - You can test your phone by calling 1-866-834-5139. If you receive a series of beeps when dialing this number, then the device will usually be able to be installed on your analog phone line.
        - Exceptions: Phone systems with Call notes, voicemail, or pauses from pick up to dial tone will require a little extra setup.
    - If your phone system is analog and you can dial out to 1-800 #'s, please let the technician know if you have to dial a 9 or other number to dial out.
- Phone systems that will not allow the device to be installed:
    - Digital Phone Systems – These are typically newer phones that use an electronic box to route calls through extensions.
    - VOIP Phones – These are phones that are hooked up to Ethernet cords and use a network to route calls.
    - Analog Phones that you have to manually press a line button to get out - If when you pick up your phone you must push "Line 1", "Line 2", etc. to dial out, the device will not be able to be installed using this system. You may need to have an additional line installed that does not use this technique.
- Other important requirements:
    - Any additional preparation described in these Guidelines **must** be completed **before** the electronic POS device is scheduled to be installed at your facility.
    - If you need to have a new analog phone line installed, please call your service provider as soon as possible because it may take several days for a phone line to be installed.
    - The location you choose to place this device **must** be within 8 feet of an electrical outlet.
    - If you need a line splitter to use the device on a phone line or fax line, the installer will supply one.

- o The installer will arrive at your facility with a telephone cord to connect to a telephone jack within 6 feet of the POS device. If that is not enough distance for your desired setup, you must have a longer standard telephone cord available for the installer to use.

Internet Option:

- Do you have an "open port" to plug the device into? An "open port" is a port that no other device is plugged into
    - o If yes, continue to next item.
    - o If no, you will need to have an additional line installed or have IT staff install a router or hub to allow for more ports to be "open". Please note: If you choose to run an additional line, see next item.
- Is this open port available within 6 feet of where the device will be placed?
    - o If yes, continue on to next item.
    - o If no, an Ethernet drop **must** be placed within 6 feet of the device placement.
- Now we have an "open port". On your internet network are there any filter, firewalls, or security in place?
    - o If no, continue to next item.
    - o If yes, you will need to adjust all internet settings going to that particular port so that the device will be able to reach the ACS host. There are 2 ports that need to be opened up: 61112 & 8013. There is also a web address that needs to be assigned so that the device can access it: pos.acs-inc.com
- Now that we have established an "open internet port", we **must** look to see if there is an open power outlet within 8 feet of the desired final placement of the device. An open power outlet is typically a wall outlet or surge protector that has an empty, available place to plug into. If there is not an available plug, a surge protector is usually the best way to provide an available plug.
- Other important requirements:
    - o Any additional preparation described in these Guidelines **must** be completed **before** the new POS device is scheduled to be installed at your facility.
    - o If you are unsure if your high speed internet system can accept the connection of additional equipment, contact your internet provider as soon as possible to discuss because it may take several days to upgrade and prepare your system.
    - o You will need to supply any additional equipment required, such as a hub/switch or router and the equipment **must** be set up and in place prior to the new POS device being scheduled to be installed at your facility.

Note: If you choose to have the new POS device connected to your high speed internet system and the installer cannot achieve a connection into the ACS host system after completing the installation, the installer will disconnect the equipment from the high speed internet connection. The installer will be required to connect the equipment to an analog telephone line to complete installation and training. You will need to work with your internet service provider to correct the issue. After the high speed service has been repaired and tested, call the ACS Provider Information Helpline at 1-866-217-1076 to schedule a telephone call with a service technician to re-program the device for a high speed connection.