EQUIPMENT INSTALLATION GUIDELINES
Am I prepared for the Alabama Time and Attendance System (TAS)?

Soon the State of Alabama Department of Human Resources, Child Care Subsidy Program will be implementing a state wide Electronic Childcare (ECC) tracking system, known as TAS (Time and Attendance System). Entailed within the program will be an electronic Point of Service (POS) device that will be used to track the time and attendance of children participating in the Child Care Subsidy Program. After reading below, if you should have any questions please contact the ACS Provider Information Helpline at 1-866-217-1076. **If you are not sure about your phone or your high-speed internet set-up, contact your phone or high-speed internet service provider.**

To be able to install the devices and for the devices to function properly, they will need to be connected to a telecommunications line whether through the phone line or the internet. The two options both have unique requirements that must be met in order to successfully install and maintain the devices.

If you have a standard analog telephone line, the Media Riders' technician will connect a VeriFone Vx510 POS device to your telephone line. If you do not have that type of telephone system but do have high-speed internet, you have the option of connecting the device to your high-speed internet service. If you choose to use the high-speed internet connection you will have a VeriFone Vx570 POS device installed.

Below is a guide to aid you, the provider, in ensuring that you have the necessary technology in place to accept the installation of these devices. The arrow indicates actions you may be required to complete before your appointment with the technician.

Analog (Phone Line) Option:
Do you have an existing analog phone line in your facility?
A typical analog phone line can be your phone, a fax machine, or a credit card machine. If you have a fax machine in your facility, the technician will usually be able to install the devices using that line.
➤ 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 1-866-834-5189. If you receive a series of beeps by dialing this number, then the devices will usually be able to be installed.
➤ **Exceptions:** Phone systems with call notes, voicemail, or pauses from pick up to dial tone will require an extra setup by the technician. Please inform the technician if you have any on these add-on telephone services.
➤ 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 prefix number such as 9 or other number to dial out. This is also the case if the analog line you are using is a fax line.
Phone systems that will not allow the devices to be installed:
Digital Phone Systems – These are typically newer phones that utilize an actual electronic box to route calls through extensions.
VOIP Phones – These are phones that are hooked up to Ethernet cords and utilize a network to route calls.
Analog Phones that you have to manual 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 POS devices will not be able to be installed.
The location you choose to place the POS device is very important:
➤ The device's power cord is only 8 feet long. If the location you choose to place the POS device is not within 8 feet of an electrical outlet, you **must** provide a longer extension cord or surge protector.
➤ The technician will only be equipped with a 6 foot telephone cord. If the location you choose to place the POS device is not within 6 feet of a telephone wall jack, you **must** provide a longer telephone cord.
➤ If you need a line splitter to use the device on a phone line or fax line, the technician will supply you with one.
Other important phone line requirements:
Any additional preparation described in these Guidelines **must** be completed **before** the new child care equipment 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.

High-Speed Internet Option:

A high-speed Ethernet cable will be used to connect the POS device to the "open port" on your system's hardware.

> Do you have an "open port" on your internet system's hardware (such as the modem, router, or hub) to plug the POS device into? An "open port" is a port that no other device is plugged into.

> If no, you will be required to purchase and have installed a router or hub to allow for more ports to be "open".

> **If you are not sure, please contact your high-speed internet service provider.**

On your internet network is there any filter, firewall, or security in place?

> If yes, you will need to adjust all internet settings going to that particular port so that the device will be able to send transactions to the ACS host. There are 2 port settings that need to be opened up: 63112 & 8013.

> The device will also need to connect to the host web site at www.pos.acs-inc.com. This web address needs to be assigned so that the POS device can access the host web site.

> **If you are not sure, please contact your high-speed internet service provider.**

The location you choose to place the POS device is very important:

> The device's power cord is only 8 feet long. If the location you choose to place the POS device is not within 8 feet of an electrical outlet, you **must** provide an extension cord or surge protector.

> The technician will only be equipped with a 6 foot Ethernet cable. If the location you choose to place the POS device is not within 6 feet of the "open port" located on your internet system's hardware or within 6 feet of a wall jack specifically set up to accept a high-speed Ethernet cable, you **must** provide a longer Ethernet cable.

Other important requirements:

Any additional preparation described in these Guidelines **must** be completed **before** the POS device is scheduled to be installed at your facility.

> Any additional equipment required such as a hub or router **must be** provided by the child care facility and **must** be set up and in place prior to the POS device being scheduled to be installed at your facility.

> **If you are not sure if your high speed internet system can accept additional equipment connected to it, contact your internet service provider as soon as possible because it may take several days to upgrade and prepare your system.**

Unable to connect your high speed internet into the ACS Host System:

If you choose to have the POS device connected to your high speed internet system and the technician cannot achieve a connection into the ACS host system after completing the installation, the technician will disconnect the device from the high speed internet connection.

The technician will be required to connect the POS device to an analog telephone line to complete installation and training.

> The child care provider must work with their internet service provider to correct the issue.

> After the high speed service has been repaired and tested, the child care provider will call the ACS Provider Information Helpline at 1-866-217-1076 to schedule a telephone call with a service technician to re-program the POS device for a high speed connection.

If you are not connecting your POS device to High-Speed Internet, follow the Analog (Phone Line) instructions