

EQUIPMENT INSTALLATION GUIDELINES

Am I prepared for the North Carolina Subsidized Early Education for Kids (SEEK) System?

Soon the North Carolina Division of Child Development's Subsidized Child Care Program will be implementing a statewide Electronic Childcare (ECC) time and attendance tracking system, known as SEEK (Subsidized Early Education for Kids). Part of the program will be an electronic Point of Service (POS) device that will be used to track the time and attendance of the children participating in SEEK.

Below is a guide for child care providers to determine if they have the necessary technology in place to accept the installation of the POS devices. If you have any questions about the guide, please contact the ACS Provider Information Helpline at 1-866-217-1076.

The devices must be installed correctly for them to function properly. In addition, the devices must be connected to a telecommunications line either through the phone line or the internet. We have provided these two options below which have unique requirements that must be met in order to successfully install and maintain the devices.

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

Analog (Phone Line) Option I:

- 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, Media Riders' technician can usually install the POS device using that line.
 - If the fax line will be utilized, you must make sure the dial prefix is known and given to the technician upon installation.
 - If your phone system is an analog system, make sure that you are able to call 1-800 numbers.
 - You can test your phone by calling 1-866-834-5189. If you receive a series of beeps by dialing this number, then the POS device can usually 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 numbers, 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 POS devices to be installed:
 - Digital Phone Systems – These are typically newer phones that utilize an actual electronic box to route calls through extensions.
 - VoIP (Voice over Internet Protocol) Phones – These are phones that are hooked up to Ethernet cords and utilize a network to route calls.
 - Analog Phones - 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 POS device **cannot** be installed.
 - 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 since it may take several days for a phone line to be installed.
 - The location you choose to place the POS device **must** be:
 - Within 8 feet of an electrical outlet.
 - Within 6 feet of a telephone wall jack.
 - You must comply with all NC child care licensing requirements, especially those regarding extension cords or longer telephone cords. Please contact your licensing consultant and local fire inspector to ensure compliance prior to the installation of your POS device.
-

- If you need a line splitter to use the POS device on a phone line or fax line, it will be supplied by Media Riders' technician.

High Speed Internet Option II:

- Do you have "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. A high-speed Ethernet cable will be used to connect the POS device to the "open port" on your system's hardware.
 - If yes, continue to next item.
 - 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.
- Is there any filter, firewalls, or security in place on your internet network?
 - If no, continue to next item.
 - If yes, you will need to adjust all internet settings going to that particular port so that the POS device will be able to send transactions to the ACS host. There are two (2) port settings that need to be opened up: 53312 and 8013. The web address - pos.acs-inc.com must also be assigned so that it can be accessed through the terminal.
 - If you are not sure about any of these items, please contact your high-speed internet service provider.
- The location you choose to place the POS device **must** be:
 - Within 8 feet of an electrical outlet.
 - 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 comply with all NC child care licensing requirements, especially those regarding extension cords or longer telephone cords. Please contact your licensing consultant and local fire inspector to ensure compliance prior to the installation of the POS device.
- Other important requirements:
 - Any additional preparation described in the Equipment Installation Guidelines **must** be completed **before** the POS device is scheduled to be installed at your facility.
 - If you are unsure about your high speed internet system's ability to accept the connection of additional equipment, please contact your internet service provider as soon as possible to discuss your concerns since it will take several days to upgrade and prepare your system.
 - Any additional equipment required such as a hub or router **must be** provided by your child care facility and **must** be set up and in place prior to the scheduled installation date of the POS device at your facility.

Note: If you choose to have the POS device connected to your high speed internet system and Media Riders' 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 must 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 high speed connection.
