



## EQUIPMENT INSTALLATION GUIDELINES

### *Am I prepared for the VA ECC Device?*

Soon the Commonwealth of Virginia will be implementing a state wide Electronic Childcare (ECC) tracking system. Entailed within the program will be an electronic Point of Service (POS) device.

Below is a guide to aide you, the vendor, in ensuring that you have the necessary technology infrastructure in place to accept the installation of these devices. After reading below, if you should have any questions please contact the ACS Vendor Contract Helpline at 1-866-217-1076.

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.

#### Analog (Phone) Option:

- Do you have an existing analog 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 the fax line is to be utilized, 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 1.866.834.5189. If you receive a series of beeps by dialing this number, then the devices will usually be able to be installed.
        - Exceptions: Call notes, voicemail, Pauses from pick up to dial tone
    - 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 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 devices will not be able to be installed using this system. You will need to have an additional line installed that does not utilize the same technique.
  - Other important 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.
    - The location you choose to place this equipment **must** be within 8 feet of an electrical outlet.
    - The location you choose to place this equipment **must** be within 6 feet of a telephone jack.
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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
  - If yes, continue to next item
  - 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 we would like the devices placed?
  - If yes, continue on to next item
  - If no, an Ethernet drop **must** be placed within 6 feet of final desired device placement.
- Okay so now we have an “open port”. On your internet network is there any filter, firewalls, or security in place?
  - If no, continue to next item
  - If yes, you will need to adjust all internet settings going to that particular port so that the terminal will be able to reach the host. There are 2 ports that need to be opened up: 55312 & 8013. There is also a web address that needs to be assigned so that the terminal can access it: pos.acs-inc.com
- Alright 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 devices. 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:
  - 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 are unsure if your high speed internet system can accept additional equipment connected to it, contact your internet provider as soon as possible to discuss because it may take several days to upgrade and prepare your system.
  - Any additional equipment required such as a hub/switch or router will be provided by the child care facility and **must** be in set up and in place prior to the new ECC equipment being scheduled to be installed at your facility.

**Note:** If you choose to have the new child care equipment 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. The child care vendor will need to work with their internet service provider to correct the issue. After the high speed service has been repaired and tested, the child care vendor will call the ACS Vendor Contract Helpline at 1-866-217-1076 to schedule a telephone call with a service technician to re-program the terminal for a high speed connection.