HICAPS TERMINAL COMMUNICATIONS

USEFUL INFORMATION TO GET YOU STARTED

The HICAPS Trinity terminal (T650p) supports a number of different communications methods for processing claims and will process transactions in the following priority: Ethernet (via Bluetooth® pairing to base), Wi-Fi and mobile.

Claims must only be processed at registered practice locations for which you have a location specific provider number. Please ensure that you use the provider number specific to the location at which the treatment has been provided and the HICAPS claim is processed.

Communication on the terminal

The strength of the Bluetooth® and Wi-Fi connectivity on your terminal will depend on several factors but can be affected by physical obstructions, other electronic devices and distance. If your Bluetooth® or Wi-Fi connection strength is low, attempt to keep a clear line of sight with the Wi-Fi Router and or terminal base, with a maximum distance of 5m.

We recommend that every terminal should be paired with a terminal base upon setup, and that the terminal is returned to its base overnight. Leaving the terminal on its base allows for the terminal to receive important security updates and to maintain optimal charge levels.

Claims processing on the HICAPS Trinity terminal (T650p)

- Claims processing is supported by all participating health funds when the terminal is connected by Ethernet (via Bluetooth® pairing to the base).

- Some participating health funds will not support claiming via Wi-Fi or mobile. In these cases the terminal will display an error message that the health fund does not support mobile/Wi-Fi claiming when the patient's membership card is swiped. A list of the participating health funds that support Wi-Fi or mobile transactions is available on hicaps.com.au.

- To ensure you can process claims from health funds that do not support Wi-Fi or mobile, your terminal needs to connect via Ethernet. If your terminal has lost Ethernet connection, the below error message will appear when you attempt to process a health fund claim.

Should this occur, check the notifications bar for the Bluetooth® paired symbol (more information can be found about this on the next page).

If the Bluetooth® paired symbol is not displaying, swipe down from the top of the screen. Hold down the Bluetooth® symbol located to the right of the drop down bar. ✳ Turn the Bluetooth® toggle off and on again.

If the Bluetooth® paired symbol is displayed, attempt the transaction again.

If the problem persists, please call the Help Desk.
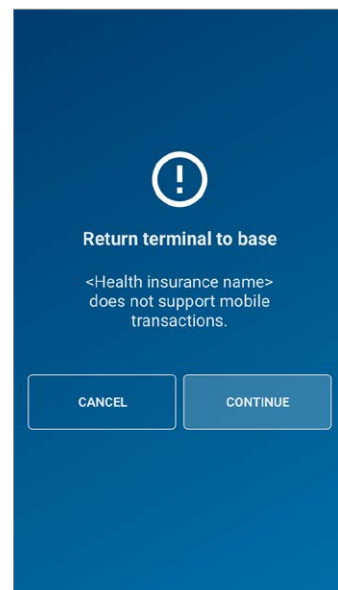
IMPORTANT IDENTIFIERS ON YOUR HICAPS TRINITY TERMINAL (T650P)

Mobile Signal: The mobile signal strength is displayed in the notifications bar in the top right hand corner of the terminal screen. Signal strength of 50% or more will provide a more stable connection, less than 50% strength may result in an unsuccessful transaction.

Bluetooth®: The Bluetooth® symbol is displayed in the notifications bar in the top right hand corner of the terminal screen. It will be displayed when Bluetooth® is turned on, but the terminal is not paired with a base or within range of a base. This means that transactions will not be processed via Ethernet when this is displayed.

Bluetooth® paired: When the Bluetooth® symbol displays triangles on either side as shown here, the terminal is paired to the base via Bluetooth®. Transactions will be processed via Ethernet, provided the terminal base has an ethernet cable plugged in.

Wi-Fi: The Wi-Fi strength is displayed in the notifications bar, in the top right hand corner of the terminal screen. When the Wi-Fi symbol is white, it indicates that both the terminal is connected via Wi-Fi and the approximate Wi-Fi connection strength. If half the symbol is white, this indicates signal strength of approximately 50%. Signal strength of 50% or more will provide a more stable connection, less than 50% strength may result in an unsuccessful transaction. If the Wi-Fi symbol is completely greyed out, you may not be able to process a claim and will most likely need to move closer to your modem router. If a transaction cannot be processed via Wi-Fi, the terminal will attempt to process the transaction using Mobile communications.

Terminal Battery charge: The battery level is displayed in the notifications bar. The terminal battery will last up to 8 hours (depending on terminal usage). As often as possible we encourage you to charge your HICAPS Terminal on the base, rather than directly via the provided USB Type C powerpack to the wall. Leaving the terminal on its base allows for the terminal to receive important security updates. Once your battery contains less than 15% charge you may not be able to process a claim or print from your terminal. The use of a non supplied charger or cable could damage either the terminal or the base.

- **Terminal Power ON/OFF/Restart:** The terminal can be switched off in a number of ways:

  – The power button is located on the left hand side of the terminal (the top button), above the volume buttons. This button allows you to turn the machine off (and on again) as well as to perform a restart.

  – In the event a hard reset is required, hold the power button down for approximately 10 seconds to turn off the terminal. The power button will need to be held down again for another 10 seconds to restart.