

## QUICK REFERENCE GUIDE // Touch screen Z9 & Z11 AURA



### AURA

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software. **IMPORTANT:** The terminal's idle prompt displays a selection of payment type icons. The ★ icon will take you to your **Favorites** menu, the ≡ icon will take you to the terminal's **Services** menu and when configured, use the 📞 icon for a **Call Me** request.



#### CHIP CREDIT SALE

1. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** and **Cash**. If **Card** is selected; options are **Card** and **PIN Debit**.
4. When prompted, **tap** or **insert** the card. If required (debit), enter **PIN number**.
5. Transaction will be processed. Sales receipt will print with details of the transaction.



#### CREDIT CARD RETURN

1. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**. Tap on the > at the top of the screen to select **Return**.
3. Choose the payment type the customer will use. Options are **Card** and **PIN Debit**.
4. Confirm the amount of the **Return**. If prompted, input **Manager Password** (default password is 1234).
5. When prompted, **tap**, **insert** or **manually enter** the card number.
6. Transaction will be processed. Return receipt will print with details of the transaction.



#### MANUALLY ENTERED SALE

1. From the idle screen, enter the **Sale Amount** of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** (credit/debit) and **Cash**.
4. If configured, terminal will prompt to **Select** or **Input Tip** amount.
5. When prompted to tap, swipe or insert card, **tap** on the screen and **key in** card number and follow further screen prompts.
6. Transaction will be processed. Sales receipt will print with details of the transaction.



#### VOID BY TRANSACTION NUMBER

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **By Transaction #**.
5. Input **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **OK** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, input **Manager Password** (1234 default).
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap desired option (**Last, By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.




## CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the ☎ icon.
2. If prompted, input **Manager Password** (1234 default).
3. Tap **Call Me**, under the support menu.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## EDIT TIPS BY TRANSACTION #

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Edit Tip**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **All**.
5. Tap **Transaction #**.
6. Transaction amount appears, input **Tip Amount** and press **Ok**.
7. If prompted, confirm the tip amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
8. Repeat steps 5 and 6 as needed.
9. Press the  key after all desired tips have been adjusted.



## SETTLE DAILY BATCH

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, input **Manager Password** (1234 default).
4. Terminal communicates with the host.
5. Settlement report prints.




## PRINTING REPORTS

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap desired report type (**Daily Report** or **Summary Report**).
3. If prompted, input **Manager Password** (1234 default).
4. **Report** prints.




## TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ≡ icon to access the **Services** menu.
2. Tap **Core**.
3. Tap **Applications**.
4. Tap **Credit/Debit/EBT**.
5. Tap **Setup**.
6. If prompted, input **Manager Password** (1234 default).
7. Tap **Trans Prompts**.
8. Tap **Clerks**.
9. Tap **Prompt**.
10. Tap to select desired option.
11. Tap to select desired option and press **Ok**.
12. To return to the home screen press the key  2 times.



## TERMINAL POWER OPTIONS

### Powering on

1. Press  key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap on **Power Off** to turn off terminal.



## WI-FI ICON INDICATOR (WI-FI ENABLED UNITS)



Wi-Fi icon will blink when not connected.  
It will remain static when connected successfully.

## WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

## QUICK REFERENCE GUIDE // Touch screen Z9 & Z11 AURA



### AURA

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software. **IMPORTANT:** The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your **Favorites** menu, the ≡ icon will take you to the terminal's **Services** menu and when configured, use the 📞 icon for a **Call Me** request.



#### CHIP CREDIT SALE

1. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** and **Cash**. If **Card** is selected; options are **Card** and **PIN Debit**.
4. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
5. If configured, terminal will prompt to **Select** or **Input Tip** amount.
6. When prompted, **tap** or **insert** the card. If required (debit), enter **PIN number**.
7. Transaction will be processed. Sales receipt will print with details of the transaction.



#### CREDIT CARD RETURN

1. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**. Tap on the > at the top of the screen to select **Return**.
3. Choose the payment type the customer will use. Options are **Card** and **PIN Debit**.
4. Confirm the amount of the **Return**. If prompted, input **Manager Password** (default password is 1234).
5. When prompted, **tap**, **insert** or **manually enter** the card number.
6. Transaction will be processed. Return receipt will print with details of the transaction.



#### MANUALLY ENTERED SALE

1. From the idle screen, enter the **Sale Amount** of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** (credit/debit) and **Cash**.
4. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
5. If configured, terminal will prompt to **Select** or **Input Tip** amount.
6. When prompted to tap, swipe or insert card, **tap** on the screen and **key in** card number and follow further screen prompts.
7. Transaction will be processed. Sales receipt will print with details of the transaction.



#### VOID BY TRANSACTION NUMBER

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **By Transaction #**.
5. Input **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **OK** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, input **Manager Password** (1234 default).
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap desired option (**Last, By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.



## CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the ☎ icon.
2. If prompted, input **Manager Password** (1234 default).
3. Tap **Call Me**, under the support menu.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## EDIT TIPS BY TRANSACTION #

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Edit Tip**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **All**.
5. Tap **Transaction #**.
6. Transaction amount appears, input **Tip Amount** and press **Ok**.
7. If prompted, confirm the tip amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
8. Repeat steps 5 and 6 as needed.
9. Press the key after all desired tips have been adjusted.



## SETTLE DAILY BATCH

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, input **Manager Password** (1234 default).
4. Terminal communicates with the host.
5. Settlement report prints.



## PRINTING REPORTS

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap desired report type (**Daily Report** or **Summary Report**).
3. If prompted, input **Manager Password** (1234 default).
4. **Report** prints.



## TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ☰ icon to access the **Services** menu.
2. Tap **Core**.
3. Tap **Applications**.
4. Tap **Credit/Debit/EBT**.
5. Tap **Setup**.
6. If prompted, input **Manager Password** (1234 default).
7. Tap **Trans Prompts**.
8. Tap **Clerks**.
9. Tap **Prompt**.
10. Tap to select desired option.
11. Tap to select desired option and press **Ok**.
12. To return to the home screen press the key 2 times.



## TERMINAL POWER OPTIONS

### Powering on

1. Press key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap on **Power Off** to turn off terminal.



## WI-FI ICON INDICATOR (WI-FI ENABLED UNITS)



Wi-Fi icon will blink when not connected.  
It will remain static when connected successfully.

## WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

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### AURA

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software.

**IMPORTANT:** The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your **Favorites** menu, the ≡ icon will take you to the terminal's **Services** menu and when configured, use the ☎ icon for a **Call Me** request.



#### CREDIT CARD SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
6. **Tap** (contactless only), **swipe** or **insert** chip card.
7. The transaction is processed. Sales receipt will print with details of the transaction.



#### DEBIT SALE

1. Tap on the **Debit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
6. **Tap** (contactless only), **swipe** or **insert** chip card.
7. Cardholder enters **PIN** on terminal or PIN Pad and presses **Ok**.
8. The transaction is processed. Sales receipt will print with details of the transaction.



#### MANUALLY ENTERED SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
6. When the prompt to insert card appears, press **Ok**.
7. Manually enter **Card #**.
8. Follow the CNP prompts (enter exp. date, ZIP code, etc). *Conditional on the terminal's configuration.*
9. The transaction is processed. Sales receipt will print with details of the transaction.



#### CREDIT CARD RETURN

1. Tap on the **Credit** icon.
2. Tap on the **Return** icon.
3. Enter the **Return Amount** and press **Ok**
4. If prompted, confirm the return amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
5. If prompted, enter **Manager Password**. (1234 default)
6. When prompted, **tap**, **swipe**, **insert** or **manually enter** card number.
7. The transaction is processed. Return receipt will print with details of the transaction.



## VOID CREDIT TRANSACTION

1. Tap on the **Credit** icon.
2. Tap on the **Void** icon.
3. Enter the **Void Amount** and press **Ok**.
4. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
5. If prompted, enter **Manager Password**. (1234 default)
6. **Tap** (contactless only) or **insert** chip card.
7. The transaction is processed. Void receipt will print with details of the transaction.



## VOID BY TRANSACTION NUMBER

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap **By Transaction #**.
5. Enter **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, enter **Manager Password**. (1234 default)
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap desired option (**Last, By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.



## CALL ME FEATURE (MUST BE ENABLED)

1. Tap the ☎ icon.
2. If prompted, enter **Manager Password**. (1234 default)
3. Tap **Call Me**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## TURN SERVER PROMPT ON/OFF

1. Tap the ≡ icon to access the **Services** menu.
2. Tap **Applications**.
3. Tap **Credit/Debit/EBT**.
4. Tap **Setup**.
5. If prompted, input **Manager Password** (1234 default).
6. Tap **Trans Prompts**.
7. Tap **Clerks**.



## SETTLE DAILY BATCH

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Terminal communicates with the host.
5. **Settlement Report** prints.




## PRINTING REPORTS

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap on **Report**.
3. Tap desired report type (**Daily Report** or **Summary Report**).
4. If prompted, enter **Manager Password**. (1234 default)
5. **Report** prints.



## TERMINAL POWER OPTIONS

### Powering on (Z9 only)

1. Press  key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ≡ icon to access the **Services** menu.
2. Tap on **Power Off** to turn off terminal.

### To power cycle all terminals

1. Press and hold the  key on the keyboard and release once terminal starts to reboot.



## WIRELESS ICONS (WI-FI ENABLED UNITS)



Wi-Fi icon will blink when not connected.

**It will remain static when connected successfully.**

## (MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

### AURA

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software.

**IMPORTANT:** The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your **Favorites** menu, the ≡ icon will take you to the terminal's **Services** menu and when configured, use the ☎ icon for a **Call Me** request.



#### CREDIT CARD SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Input Tip** amount.
6. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
7. From the multi pricing screen, **tap** on the desired payment method.
8. **Tap** (contactless only) or **insert** chip card.
9. The transaction is processed. Sales receipt will print with details of the transaction.



#### DEBIT SALE

1. Tap on the **Debit** icon.
2. Tap on the **Sale** icon.
3. Enter **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Enter Tip** amount.
6. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
7. From the multi pricing screen, **tap** on the desired payment method.
8. **Tap** (contactless only), **swipe** or **insert** chip card.
9. Cardholder inputs **PIN** on terminal or PIN Pad and presses **Ok**.
10. The transaction is processed. Sales receipt will print with details of the transaction.



#### MANUALLY ENTERED CREDIT SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Enter Tip** amount.
6. When the prompt to insert card appears, press **Ok**.
7. Manually enter **Card #**.
8. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
9. The transaction is processed. Sales receipt will print with details of the transaction.



#### CREDIT CARD RETURN

1. Tap on the **Credit** icon.
2. Tap on the **Return** icon.
3. Enter **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Return Amount** and press **Ok**.
5. If prompted, confirm the return amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*

6. If prompted, enter **Manager Password**. (1234 default)
7. **Tap** (contactless only), **swipe**, **insert** chip card or **manually enter** card number.
8. The transaction is processed. Return receipt will print with details of the transaction.



## EDIT TIPS BY TRANSACTION NUMBER

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Edit Tip**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap **All**.
5. Tap **Transaction #**.
6. Transaction amount appears, enter **Tip Amount** and press **Ok**.
7. If prompted, confirm the tip amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
8. Repeat steps 5 and 6 as needed.
9. Press the **XX** key after all desired tips have been adjusted.



## VOID BY TRANSACTION NUMBER

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap **By Transaction #**.
5. Enter **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, enter **Manager Password**. (1234 default)
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap desired option (**Last**, **By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.



## CALL ME FEATURE (MUST BE ENABLED)

1. Tap the ☎ icon.
2. If prompted, enter **Manager Password**. (1234 default)
3. Tap **Call Me**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## TURN SERVER PROMPT ON/OFF

1. Tap the ≡ icon to access the **Services** menu.
2. Tap **Applications**.
3. Tap **Credit/Debit/EBT**.
4. Tap **Setup**.
5. If prompted, enter **Manager Password**. (1234 default)
6. Tap **Trans Prompts**.
7. Tap **Clerks**.
8. Tap **Prompt**.
9. Tap to select desired option and press **Ok**.
10. To return to the home screen press the key **XX** 2 times.



## SETTLE DAILY BATCH

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, enter **Manager Password**. (1234 default)
4. Terminal communicates with the host.
5. **Settlement Report** prints.



## PRINTING REPORTS

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap on **Report**.
3. Tap desired report type (**Daily Report** or **Summary Report**).
4. If prompted, enter **Manager Password**. (1234 default)
5. **Report** prints.



## TERMINAL POWER OPTIONS

### Powering on (Z9 only)

1. Press key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ≡ icon to access the **Services** menu.
2. Tap on **Power Off** to turn off terminal.

### To power cycle all terminals

1. Press and hold the key on the keyboard and release once terminal starts to reboot.



## WIRELESS ICONS (WI-FI ENABLED UNITS)



Wi-Fi icon will blink when not connected.  
It will remain static when connected successfully.

## (MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

## QUICK REFERENCE GUIDE // Touch screen Z-Line models



### AURA

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#### CHIP CREDIT SALE

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Sale** icon.
3. Input the **Sale Amount** and press **Ok**.
4. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
5. Tap (contactless only) or insert chip card.
6. The transaction is processed. Sales receipts will print with details of the transaction.



#### DEBIT SALE

1. Tap on the **Debit** icon on your terminal home screen.
2. Tap on the **Sale** icon.
3. Input the **Sale Amount** and press **Ok**.
4. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
5. Tap (contactless only), swipe or insert chip card.
6. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **Ok**.
7. The transaction is processed. Sales receipts will print with details of the transaction.



#### CREDIT CARD RETURN

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Return** icon.
3. Input the **Return Amount** and press **Ok**.
4. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
5. Tap (contactless only), swipe, insert chip card or manually enter card #.
6. The transaction is processed. Sales receipts will print with details of the transaction.



#### MANUALLY ENTERED CREDIT SALE

1. Input the **Sale Amount** and press **Ok**.
2. When the prompt to insert card appears, press **Ok** and you will get the enter card # prompt.
3. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
4. The transaction is processed. Sales receipt will print with details of the transaction.



## VOID CREDIT TRANSACTION (CARD PRESENT)

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Void** icon.
3. Input the **Void Amount** and press **Ok**.
4. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
5. If prompted, input **Manager Password** (1234 default).
6. Tap (contactless only) or insert chip card.
7. The transaction is processed. Void receipt will print with details of the transaction.



## VOID CREDIT TRANSACTION # (CARD NOT PRESENT)

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **By Transaction #**.
5. Input **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, input **Manager Password** (1234 default).
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap desired option (**Last, By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.



## CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the ☎ icon.
2. If prompted, input **Manager Password** (1234 default).
3. Tap **Call Me**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## TURN CLERK PROMPT ON/OFF

1. From the idle prompt, tap the ≡ icon to access the **Services** menu.
2. Tap **Core**.
3. Tap **Applications**.
4. Tap **DVCREDITAPP**.



## SETTLE DAILY BATCH

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, input **Manager Password** (1234 default).
4. Terminal communicates with the host.
5. Settlement Report prints.



## PRINTING REPORTS

1. From the idle prompt, tap the icon to access the **Favorites** menu.
2. Tap desired report type (**Daily Report** or **Summary Report**).
3. If prompted, input **Manager Password** (1234 default).
4. **Report** prints.



## TERMINAL POWER OPTIONS

### Powering on (Z9 only)

1. Press key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ☆ icon to access the **Favorites** menu.
2. Tap on **Power Off** to turn off terminal.

### To power cycle all terminals

1. Press and hold the key on the keyboard and release once terminal starts to reboot.



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GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

## QUICK REFERENCE GUIDE // Touch screen Z-Line models



### AURA

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software. **IMPORTANT:** The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your **Favorites** menu, the ≡ icon will take you to the terminal's **Services** menu and when configured, use the 📞 icon for a **Call Me** request.



#### CHIP CREDIT SALE

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Sale** icon.
3. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Input the **Sale Amount** and press **Ok**.
5. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
6. Tap (contactless only) or insert chip card.
7. The transaction is processed. Sales receipt will print with details of the transaction.



#### DEBIT SALE

1. Tap on the **Debit** icon on your terminal home screen.
2. Tap on the **Sale** icon.
3. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Input the **Sale Amount** and press **Ok**.
5. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
6. Tap (contactless only), swipe or insert chip card.
7. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **Ok**.
8. The transaction is processed. Sales receipts will print with details of the transaction.



#### MANUALLY ENTERED CREDIT SALE

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Sale** icon.
3. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Input the **Sale Amount** and press **Ok**.
5. Manually input card #.
6. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
7. The transaction is processed. Sales receipt will print with details of the transaction.



#### CREDIT CARD RETURN

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Return** icon.
3. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Input the **Return Amount** and press **Ok**.
5. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
6. Tap (contactless only), swipe, insert chip card or manually enter card #.
7. The transaction is processed. Sales receipt will print with details of the transaction.



## VOID CREDIT TRANSACTION (CARD PRESENT)

1. Tap on the **Credit** icon on your terminal home screen.
2. Tap on the **Void** icon.
3. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Input the **Void Amount** and press **Ok**.
5. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
6. If prompted, input **Manager Password** (1234 default).
7. Tap (contactless only) or insert chip card.
8. The transaction is processed. Void receipt will print with details of the transaction.



## VOID BY TRANSACTION # (CARD NOT PRESENT)

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Void Transaction**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **By Transaction #**.
5. Input **Transaction #** to be voided and press **Ok**.
6. Confirm the void transaction by tapping **Select**.
7. If prompted, confirm the void amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
8. If prompted, input **Manager Password** (1234 default).
9. The void is processed. Void receipt will print with details of the transaction.



## REPRINT RECEIPT

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap desired option (**Last, By Transaction #** or **By Card Number**).
5. Follow prompts and transaction receipt prints.



## CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the 📞 icon.
2. If prompted, input **Manager Password** (1234 default).
3. Tap **Call Me**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.



## TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ≡ icon to access the **Services** menu.
2. Tap **Core**.
3. Tap **Applications**.



## SETTLE DAILY BATCH

1. From the idle prompt, tap the ☆ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch**.
3. If prompted, input **Manager Password** (1234 default).
4. Terminal communicates with the host.
5. Settlement Report prints.



## PRINTING REPORTS

1. From the idle prompt, tap the icon to access the **Favorites** menu.
2. Tap desired report type (**Daily Report** or **Summary Report**).
3. If prompted, input **Manager Password** (1234 default).
4. **Report** prints.



## TERMINAL POWER OPTIONS

### Powering on (Z9 only)

1. Press  key to turn on terminal.

### Powering off (Z9 only)

1. Tap the ☆ icon to access the **Favorites** menu.
2. Tap on **Power Off** to turn off terminal.

### To power cycle all terminals

1. Press and hold the  key on the keyboard and release once terminal starts to reboot.

## WI-FI ICON INDICATOR (WI-FI ENABLED UNITS)



Wi-Fi icon will blink when not connected.

**It will remain static when connected successfully.**



## WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).