QUICK REFERENCE GUIDE // Touch screen Z9 & Z11





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 $\stackrel{\hookrightarrow}{\omega}$ icon will take you to your Favorites menu, the $\stackrel{\rightleftharpoons}{\equiv}$ 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.
- 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. **Tap** (contactless only) or **insert** chip card.
- 8. The transaction is processed. Sale receipts 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.
- 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. **Tap** (contactless only), **swipe** or **insert** chip card.
- 8. Cardholder enters **PIN** on terminal or PIN Pad and presses **Ok**.
- 9. The transaction is processed. Sale receipts 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.
- 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 (enter exp. date, ZIP code, etc). Conditional on the terminal's configuration.
- 9. The transaction is processed. Sale receipts 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 **Yes** or **Cancel**. *Conditional on the terminal's configuration*.
- 5. If prompted, enter **Manager Password**. (1234 default)
- Tap (contactless only), swipe, insert chip card or manually enter card number.
- 7. The transaction is processed. Return receipts will print with details of the transaction.

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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 nicon 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 **\(\cdot\)** 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.



EDIT TIPS BY TRANSACTION NUMBER

- 1. Tap the nicon 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
- 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.



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.
- 10. To return to the home screen press the key





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
- 4. If prompted, enter Manager Password. (1234 default)
- 5. Report prints.



TERMINAL POWER OPTIONS

Powering on (Z9 only)

1. Press (O * 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,



Battery strength indicator.

the better your signal GPRS).



Indicates issue with SIM card (GPRS).









