

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 ☆ 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. **Tap** (contactless only) or **insert** chip card.
5. The transaction is processed. Sales receipts 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. **Tap** (contactless only), **swipe** or **insert** chip card.
5. Cardholder enters **PIN** on terminal or PIN Pad and presses **Ok**.
6. The transaction is processed. Sales 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)
6. **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.

**MANUALLY ENTERED CREDIT SALE**

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Sale Amount** and press **Ok**.
4. When the prompt to insert card appears, press **Ok**.
5. Manually enter **Card #**.
6. Follow the CNP prompts (enter 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.



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 CREDIT 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 CLERK PROMPT ON/OFF

1. Tap the ≡ icon to access the **Services** menu.
2. Tap **Applications**.
3. Tap **DVCREDITAPP**.
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  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 **Services** 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 **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.



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).