# EMV Retail with True Cash Discount

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

**Dejavoo**
an IPOS systems company

## 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. Enter the **Sale Amount** and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
4. When prompted, **tap** or **insert** the card.For **PIN** based transactions, enter **PIN number** on prompt.
5. Transaction will be processed. Sales receipt will print with details of the transaction.

### CREDIT CARD RETURN

1. Enter the **Return Amount** and press **Ok**.
2. The default transaction will be **Sale**. Tap on the **>** at the top of the screen to select **Return**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
4. Confirm the return amount by tapping **Yes** or **Cancel**.
5. If prompted, enter **Manager Password**. (1234 default)
6. When prompted, **tap, insert** or **manually enter** the card number. For **PIN** based transactions, enter **PIN number** on prompt.
7. Transaction will be processed. Return receipt will print with details of the transaction.

### MANUALLY ENTERED SALE

1. Enter the **Sale Amount** and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
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. Transaction will be processed. Sales 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**, 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.

## 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 **Reports**.
3. Tap desired report type (**Daily Report** or **Summary Report**).
4. If prompted, enter **Manager Password**. (1234 default)
5. **Report** prints.

## 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 **X** 2 times.

## 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.

**SIM** Indicates issue with SIM card (GPRS).