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. Enter the Sale Amount and press Ok.
- 2. The default transaction will be Sale.
- 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**.
- The default transaction will be Sale. Tap on the > at the top of the screen to select Return.
- 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)
- 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.
- 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**.
- 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.

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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 **c**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 pricon 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 nicon to access the Favorites menu.
- 2. Tap on Reports.
- 3. Tap desired report type (Daily Report or Summary
- 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 2 times.



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.

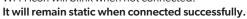
To power cycle all terminals

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.







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



Battery strength indicator.



Indicates issue with SIM card (GPRS).











