QUICK REFERENCE GUIDE // Touch screen Z-Line models

**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.

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.
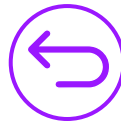
CREDIT CARD RETURN

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 codeetc). *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**.

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 and press **Ok**.
11. To return to the home screen press the key **X** 2 times.

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.

SIM Indicates issue with SIM card (GPRS).

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