EMV Retail Z8 with Dual Pricing

QUICK REFERENCE GUIDE // Non-touch screen Z-Line models

Dejavoo
an **i**POS systems company

AURA

These steps have been provided to assist you with your Dejavoo non-touch screen payment device with AURA software. **IMPORTANT:** The terminal's idle prompt displays **Credit** and **Sale** options and a prompt to access the **Services** menu (**F1**). To change payment type, use the ↓ arrow key to select the payment type you prefer. To change transaction type, press the ⬅ key until the transaction type you prefer appears.

CHIP CREDIT SALE

1. Enter the **Sale Amount** and press **Ok**.
2. From the multi pricing screen, select the payment method using the ↑↓ arrow keys and press **Ok** on the keypad.
3. A confirmation prompt with fee will pop-up. *Conditional on the terminal's configuration.*
4. Tap, swipe or insert card. If required (debit), enter PIN number.
5. If prompted, confirm the **Sale Amount** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*
6. The transaction is processed. Sales receipt will print with details of the transaction.

DEBIT SALE

1. Use the ↓ arrow key to select **Debit** on your terminal home screen.
2. Input the **Sale Amount** and press **Ok**.
3. From the multi pricing screen, select the payment method using the ↑↓ arrow keys and press **Ok** on the keypad.
4. Tap (contactless only), swipe or insert chip card.
5. If prompted, confirm the **Sale Amount** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*
6. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **Ok**.
7. The transaction is processed. Sales receipt will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE

1. Input the **Sale Amount** and press **Ok**.
2. From the multi pricing screen, select the payment method using the ↑↓ arrow keys and press **Ok** on the keypad.
3. A confirmation prompt with fee will pop-up. *Conditional on the terminal's configuration.*
4. Prompt to insert card appears, press **Ok**.
5. Manually input card #.
6. Follow the CNP prompts (input 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.

CREDIT CARD RETURN

1. From your terminal home screen, press the ⬅ key until **Return** appears.
2. Input the **Return Amount** and press **Ok**.
3. Confirm the return amount by pressing **F2** (YES) or **F4** (CANCEL).
4. If prompted input **Manager Password** (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. The transaction is processed. Return receipt will print with details of the transaction.

VOID CREDIT TRANSACTION (CARD PRESENT)

1. From your terminal home screen, press the ⬅ key until **Void** appears.
2. Input **Void Amount** and press **Ok**.
3. Confirm void amount by pressing **F2** (YES) or **F4** (CANCEL).
4. If prompted, input **Manager Password** (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. Confirm void amount by pressing **F2** (YES) or **F4** (NO).
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, press **F1** to access the **Services** menu.
2. Use the ↑↓ arrow keys to highlight **Favorites** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Void CR/DB Trans** and press **Ok**.
4. Use the ↑↓ arrow keys to select **By Transaction #** and press **Ok**.
5. Input **Transaction #** to be voided and press **Ok**.
6. If prompted, confirm the **Void Amount** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*
7. If prompted, input **Manager Password** (1234 default).
8. The void is processed. Void receipt will print with details of the transaction.

REPRINT RECEIPT

1. From the idle prompt, press **F1** to access the **Services** menu.
2. Use the ↑↓ arrow keys to highlight **Favorites** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Reprint CR/DB Receipt** and press **Ok**.
4. If prompted, input **Manager Password** (1234 default).
5. Use the ↑↓ arrow keys to highlight desired option (**Last, By Transaction #** or **By Card Number**) and press **Ok**.
6. Transaction receipt prints.

CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen press the **F1** key.
2. Use the ↑↓ arrow keys to highlight **Managed Services** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Call Me** and press **Ok**.
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, press **F1** to access the **Services** menu.
2. Use the ↑↓ arrow keys to highlight **Core** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Applications** and press **Ok**.
4. Use the ↑↓ arrow keys to highlight **CREDIT/DEBIT/EBT** and press **Ok**.
5. Use the ↑↓ arrow keys to highlight **Setup** and press **Ok**.
6. If prompted, input **Manager Password** (1234 default).
7. Use the ↑↓ arrow keys to highlight **Trans Prompts** and press **Ok**.
8. Press **Ok** to select **Clerks**.
9. Press **Ok** to select **Prompt**.
10. Use the ↑↓ arrow keys to highlight desired option and press **Ok**.
11. To return to the home screen press the **X** key 3 times.

SETTLE DAILY BATCH

1. From the idle prompt, press **F1** to access the **Services** menu.
2. Use the ↑↓ arrow keys to highlight **Settlement** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Settle Daily Batch** and press **Ok**.
4. If prompted, input **Manager Password** (1234 default).
5. Terminal communicates with the host.
6. Settlement Report prints.

PRINTING REPORTS

1. From the idle prompt, press **F1** to access the **Services** menu.
2. Use the ↑↓ arrow keys to highlight **Core Menu** and press **Ok**.
3. Use the ↑↓ arrow keys to highlight **Reports** and press **Ok**.
4. Use the ↑↓ arrow keys to highlight desired report type (**Daily Report** or **Summary Report**) and press **Ok**.
5. If prompted, input **Manager Password** (1234 default).
6. **Report** prints.

POWER CYCLE TERMINAL

1. Press and hold the ⏻ key on the keyboard and release once terminal starts to reboot.

WI-FI ICON INDICATOR (FOR WI-FI ENABLED UNITS)

Wi-Fi connected successfully.