

QUICK REFERENCE GUIDE // Touch screen Z9 & Z11 AURA



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. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** and **Cash**. If **Card** is selected; options are **Card** and **PIN Debit**.
4. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
5. If configured, terminal will prompt to **Select** or **Input Tip** amount.
6. When prompted, **tap** or **insert** the card. If required (debit), enter **PIN number**.
7. Transaction will be processed. Sales receipt will print with details of the transaction.



CREDIT CARD RETURN

1. From the idle screen, enter the amount of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**. Tap on the > at the top of the screen to select **Return**.
3. Choose the payment type the customer will use. Options are **Card** and **PIN Debit**.
4. Confirm the amount of the **Return**. If prompted, input **Manager Password** (default password is 1234).
5. When prompted, **tap**, **insert** or **manually enter** the card number.
6. Transaction will be processed. Return receipt will print with details of the transaction.



MANUALLY ENTERED SALE

1. From the idle screen, enter the **Sale Amount** of the transaction you want to process and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose the payment type the customer will use. Options are **Card** (credit/debit) and **Cash**.
4. Input **Server #** and press **Ok**. *Conditional on the terminal's configuration.*
5. If configured, terminal will prompt to **Select** or **Input Tip** amount.
6. When prompted to tap, swipe or insert card, **tap** on the screen and **key in** card number and follow further screen prompts.
7. Transaction will be processed. Sales receipt will print with details of the transaction.



VOID BY TRANSACTION NUMBER

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**, 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.



EDIT TIPS BY TRANSACTION

1. From the idle prompt, tap the ★ icon to access the **Favorites** menu.
2. Tap **Edit Tip**.
3. If prompted, input **Manager Password** (1234 default).
4. Tap **All**.
5. Tap **Transaction #**.
6. Transaction amount appears, input **Tip Amount** and press **Ok**.
7. If prompted, confirm the tip amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
8. Repeat steps 5 and 6 as needed.
9. Press the  key after all desired tips have been adjusted.



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.



TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ≡ icon to access the **Services** menu.
2. Tap **Core**.
3. Tap **Applications**.
4. Tap **Credit/Debit/EBT**.
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.
11. Tap to select desired option and press **Ok**.
12. To return to the home screen press the key  2 times.



TERMINAL POWER OPTIONS

Powering on

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.



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.



Indicates issue with SIM card (GPRS).