# QUICK REFERENCE GUIDE // Touch screen Z9 & Z11 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  $\stackrel{\leftarrow}{\Omega}$  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  $\stackrel{\circlearrowleft}{\mathcal{O}}$  icon for a **Call Me** request.

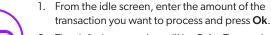




### **CHIP CREDIT SALE**

- 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.
- Choose the payment type the customer will use. Options are Card and Cash. If Card is selected; options are Card and PIN Debit.
- 4. When prompted, **tap** or **insert** the card. If required (debit), enter **PIN number**.
- 5. Transaction will be processed. Sales receipt will print with details of the transaction.





- The default transaction will be Sale. Tap on the > at the top of the screen to select Return.
- 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).
- When prompted, tap, insert or manually enter the card number.
- 6. Transaction will be processed. Return 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**.
- 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).
- The void is processed. Void 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. If configured, terminal will prompt to **Select** or **Input Tip** amount.
- When prompted to tap, swipe or insert card, tap on the screen and key in card number and follow further screen prompts.
- 6. Transaction will be processed. Sales receipt will print with details of the transaction.



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#### REPRINT RECEIPT

- 1. From the idle prompt, tap the icon to access the Favorites menu.
- 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 cicon.
- 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 \*\pi\$ 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
- 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 XX 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  $\bigstar$  icon to access the Favorites menu.
- 2. Tap desired report type (Daily Report or Summary
- 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.



(MOBILE UNITS ONLY)



GPRS signal strength indicator (the more bars,

the better your signal GPRS).

Battery strength indicator.

Indicates issue with SIM card (GPRS).







