





 AURA

These steps have been provided to assist you with your Dejavoo non-touch screen payment device with AURA software. **IMPORTANT:** When the device is idle, it will display **Credit** and **Sale**. To change transaction type, press the  key until the preferred transaction type appears. To change payment type, use the  arrow keys to select between the payment types. In addition to the payment options, you can access the **Services Menu** with the (F1) key.


**CREDIT CARD SALE**

1. Enter the **Sale Amount** and press **Ok**.
2. **Tap** (contactless only) or **insert** chip card.
3. If prompted, confirm the **Sale Amount** by pressing **F2** (YES) or **F4** (CANCEL). *Conditional on the terminal's configuration.*
4. 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 and press **Ok**.
2. Press **Ok** key to select **Sale**.
3. Enter the **Sale Amount** and press **Ok**.
4. **Tap** (contactless only), **swipe** or **insert** chip card.
5. If prompted, confirm the **Sale Amount** by pressing **F2** (YES) or **F4** (CANCEL). *Conditional on the terminal's configuration.*
6. Cardholder enters **PIN** on terminal or PIN Pad and presses **Ok**.
7. The transaction is processed. Sales receipt will print with details of the transaction.

**CREDIT CARD RETURN**


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

**MANUALLY ENTERED CREDIT SALE**

1. Enter the **Sale Amount** and press **Ok**.
2. Prompt to insert card appears, press **Ok**.
3. Manually enter **Card #**.
4. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
5. The transaction is processed. Sales receipt will print with details of the transaction.






## VOID CREDIT TRANSACTION

1. Press the  key until **Void** appears.
2. Enter **Void Amount** and press **Ok**.
3. Confirm void amount by pressing **F2** (YES) or **F4** (CANCEL).
4. If prompted, enter **Manager Password**. (1234 default)
5. **Tap** (contactless only), **insert**, **swipe** or **manually enter** card number.
6. Confirm void amount by pressing **F2** (YES) or **F4** (CANCEL).
7. The transaction is processed. Void receipt will print with details of the transaction.






## VOID BY TRANSACTION NUMBER

1. 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. Enter **Transaction #** to be voided and press **Ok**.
6. If prompted, confirm the **Void Amount** by pressing **F2** (YES) or **F4** (CANCEL). *Conditional on the terminal's configuration.*
7. If prompted, enter **Manager Password**. (1234 default)
8. The void is processed. Void receipt will print with details of the transaction.





## REPRINT RECEIPT

1. 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, enter **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. 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. 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, enter **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  key 3 times.





## SETTLE DAILY BATCH

1. 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, enter **Manager Password**. (1234 default)
5. Terminal communicates with the host.
6. **Settlement Report** prints.



## PRINTING REPORTS

1. Press **F1** to access the **Services** menu.
2. Use the  arrow keys to highlight **Reports** and press **Ok**.
3. Use the  arrow keys to highlight desired report type (**Daily Report** or **Summary Report**) and press **Ok**.
4. If prompted, enter **Manager Password**. (1234 default)
5. **Report** prints.




## POWER CYCLE TERMINAL

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



## WIRELESS ICONS

-  Wi-Fi icon will blink when not connected. **It will remain static when connected successfully.**