Dejavoo
an iPOS systems company

QUICK REFERENCE GUIDE // QD Terminal Line

ENVOY
BUSINESS SYSTEMS

These steps have been provided to assist you with your Android payment device with DvPay (AURA) software. **IMPORTANT:** As well as the payment icons (ie Card, PIN Debit and Cash), the terminal's main screen also displays the following icons:

★ Access to the FAVORITES menu   ☰ Access to the CORE menu   📞 CALL ME feature

CREDIT CARD SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter **Server ID#** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Enter Tip** amount.
6. **Tap** (contactless only) or **insert** chip card.
7. The transaction is processed. Sales receipt will print with details of the transaction.

DEBIT SALE

1. Tap on the **Debit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Server ID#** and press ok. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Enter Tip** amount.
6. **Tap** (contactless only) or **insert** chip card.
7. Customer enters **PIN** on terminal or PIN pad and presses **Ok**.
8. The transaction is processed. Sales receipt will print with details of the transaction.

MANUALLY ENTERED SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Server ID #** and press **Ok**. *Conditional on the terminal's configuration.*
4. Enter the **Sale Amount** and press **Ok**.
5. If configured, terminal will prompt to **Select** or **Enter Tip** amount.
6. **Tap** on the credit card icon on the **Credit Sale** screen. (Insert, Swipe or Enter Card #)
7. Manually enter **Card #**.
8. Follow the CNP prompts (enter exp. date, zip code, etc). *Conditional on the terminal's configuration.*
9. The transaction is processed. Sales receipt will print with details of the transaction.

CREDIT CARD RETURN

1. Tap on the **Credit** icon.
2. Tap on the **Return** icon.
3. Enter the **Return Amount** and press **Ok**.
4. If prompted, confirm the return amount by tapping **Ok** or **Cancel**. *Conditional on the terminal's configuration.*
5. If prompted, enter **Manager Password**. (1234 default)
6. **Tap** (contactless only) or **insert** chip card.
7. The transaction is processed. Return receipt will print with details of the transaction.

VOID CREDIT TRANSACTION

1. Tap on the **Credit** icon.
2. Tap on the **Void** icon.
3. Enter 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, enter **Manager Password**. (1234 default)
6. **Tap** (contactless only) or **insert** chip card.
7. Enter the void transaction # and press **Ok**.
8. The transaction is processed. Void receipt will print with details of the transaction.

VOID BY TRANSACTION NUMBER

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Void Transaction.**
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap **By Transaction #.**
5. Enter **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, enter **Manager Password**. (1234 default)
9. The void is processed. Void receipt will print with details of the transaction.

REPRINT RECEIPT

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Reprint Receipt.**
3. If prompted, enter **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. Tap the 📞 icon.
2. If prompted, enter **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 NUMBER

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Edit Tip.**
3. If prompted, enter **Manager Password**. (1234 default)
4. Tap **All.**
5. Tap **Transaction #.**
6. Enter **Transaction #** and press **Ok.**

7. Transaction amount appears, enter **Tip Amount** and press **Ok.**
8. If prompted, confirm the tip amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
9. Repeat steps 5 and 6 as needed.
10. After all desired tips have been adjusted, press the ◁ key continually to return to the main screen.

SETTLE DAILY BATCH

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap **Settle Daily Batch.**
3. If prompted, enter **Manager Password**. (1234 default)
4. Terminal communicates with the host.
5. **Settlement Report** prints.

PRINTING REPORTS

1. Tap the ★ icon to access the **Favorites** menu.
2. Tap on **Report.**
3. If prompted, enter **Manager Password**. (1234 default)
4. Select desired report type (**Daily Report** or **Summary Report).**
5. **View** or **Print** report.

TURN SERVER PROMPT ON/OFF

1. Tap the ☰ icon to access the **Core** menu.
2. Tap **Applications.**
3. Tap **Credit/Debit/EBT.**
4. Tap **Setup.**
5. If prompted, enter **Manager Password**. (1234 default)
6. Tap **Trans Prompts.**
7. Tap **Clerks.**
8. Tap **Prompt.**
9. Tap to select desired option.
10. Press the ◁ key continually to return to the main screen.

TERMINAL POWER OFF/REBOOT

1. Press the ⊖ button on the side of the terminal and hold until a menu appears on the screen, with the following options: Power Off, Reboot, Airplane Mode and Silent Mode.
2. Select the option you desire by tapping on the screen.

WIRELESS ICONS

📶 Wi-Fi connected successfully.

🔋 Battery charge indicator.