EMV Retail with Dual Pricing

QUICK REFERENCE GUIDE // Touch screen Z9 & Z11

Dejavoo
an iPOS systems company

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.

CREDIT CARD SALE

1. Tap on the **Credit** icon.
2. Tap on the **Sale** icon.
3. Enter the **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
6. **Tap** (contactless only), **swipe** 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 **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **Cancel**. *Conditional on the terminal's configuration.*
6. **Tap** (contactless only), **swipe** or **insert** chip card.
7. Cardholder 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 **Sale Amount** and press **Ok**.
4. From the multi pricing screen, **tap** on the desired payment method.
5. If prompted, confirm the sale amount by tapping **Yes** or **No**. *Conditional on the terminal's configuration.*
6. When the prompt to insert card appears, press **Ok**.
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. When prompted, **tap**, **swipe**, **insert** or **manually enter** card number.
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. 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**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

TURN SERVER PROMPT ON/OFF

1. Tap the ☰ icon to access the **Services** menu.
2. Tap **Applications**.
3. Tap **Credit/Debit/EBT**.
4. Tap **Setup**.
5. If prompted, input **Manager Password** (1234 default).
6. Tap **Trans Prompts**.
7. Tap **Clerks**.

8. Tap **Prompt**.
9. Tap to select desired option and press **Ok**.
10. To return to the home screen press the key **X X** 2 times.

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. Tap desired report type (**Daily Report** or **Summary Report**).
4. If prompted, enter **Manager Password.** (1234 default)
5. **Report** prints.

TERMINAL POWER OPTIONS

Powering on (Z9 only)
1. Press ⏻ key to turn on terminal.
Powering off (Z9 only)
1. Tap the ☰ icon to access the **Services** menu.
2. Tap on **Power Off** to turn off terminal.
To power cycle all terminals
1. Press and hold the ⏻ key on the keyboard and release once terminal starts to reboot.

WIRELESS ICONS (WI-FI ENABLED UNITS)

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

(MOBILE UNITS ONLY)

GPRS signal strength indicator (the more bars, the better your signal GPRS).

Battery strength indicator.

SIM Indicates issue with SIM card (GPRS).