

QUICK REFERENCE GUIDE // Touch screen Z9 & Z11



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. Enter the **Sale Amount** and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
4. When prompted, **tap** or **insert** the card. For **PIN** based transactions, enter **PIN number** on prompt.
5. Transaction will be processed. Sales receipt will print with details of the transaction.



CREDIT CARD RETURN

1. Enter the **Return Amount** and press **Ok**.
2. The default transaction will be **Sale**. Tap on the > at the top of the screen to select **Return**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
4. Confirm the return amount by tapping **Yes** or **Cancel**.
5. If prompted, enter **Manager Password**. (1234 default)
6. When prompted, **tap**, **insert** or **manually enter** the card number. For **PIN** based transactions, enter **PIN number** on prompt.
7. Transaction will be processed. Return receipt will print with details of the transaction.



MANUALLY ENTERED SALE

1. Enter the **Sale Amount** and press **Ok**.
2. The default transaction will be **Sale**.
3. Choose payment type as **Card**. Select the card type as **Credit** or **Debit**. For **PIN** based transactions, choose **Debit**.
4. When the prompt to insert card appears, press **Ok**.
5. Manually enter **Card #**.
6. Follow the CNP prompts (enter exp. date, zip code, etc). *Conditional on the terminal's configuration.*
7. Transaction will be processed. Sales 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.



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




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, enter **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  2 times.



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.



Indicates issue with SIM card (GPRS).