

These steps have been provided as a guide for assistance 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.



# **CHIP CREDIT SALE**

- 1. Tap on the CREDIT icon on your terminal home screen.
- 2. Tap on the SALE icon.
- 3. Input SERVER # and press OK. Conditional on the terminal's configuration.
- 4. Input the SALE AMOUNT and press OK.
- 5. Tap (contactless only) or insert chip card.
- 6. If prompted, confirm the sale amount by tapping YES or NO. Conditional on the terminal's configuration.
- 7. The transaction is processed. Sales receipts will print with details of the transaction.

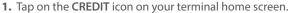
### **DEBIT SALE**

- 1. Tap on the **DEBIT** icon on your terminal home screen.
- 2. Tap on the SALE icon.
- 3. Input SERVER # and press OK. Conditional on the terminal's configuration.
- 4. Input the SALE AMOUNT and press OK.
- **5.** Tap (contactless only), swipe or insert chip card.
- **6.** If prompted, confirm the sale amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
- 7. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses OK.
- 8. The transaction is processed. Sales receipts will print with details of the transaction.

### **CREDIT CARD RETURN**

- 1. Tap on the **CREDIT** icon on your terminal home screen.
- 2. Tap on the RETURN icon.
- 3. Input SERVER # and press OK. Conditional on the terminal's configuration.
- 4. Input the RETURN AMOUNT and press OK.
- 5. Tap (contactless only), swipe, insert chip card or manually enter card #.
- **6.** If prompted, confirm the sale amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
- 7. The transaction is processed. Sales receipts will print with details of the transaction.

# MANUALLY ENTERED CREDIT SALE



- 2. Tap on the SALE icon.
- 3. Input SERVER # and press OK. Conditional on the terminal's configuration.
- 4. Input the SALE AMOUNT and press OK.
- 5. Manually input card #.
- 6. Follow the CNP prompts (input exp. date, ZIP code etc). Conditional on the terminal's configuration.
- 7. The transaction is processed. Sales receipts will print with details of the transaction.

### **VOID CREDIT TRANSACTION (CARD PRESENT)**



- 1. Tap on the CREDIT icon on your terminal home screen.
- 2. Tap on the VOID icon.
- 3. Input SERVER # and press OK. Conditional on the terminal's configuration.
- 4. Input the VOID AMOUNT and press OK.
- 5. If prompted, confirm the void amount by tapping **OK** or **CANCEL**. Conditional on the terminal's configuration.
- 6. If prompted, input Manager Password (1234 default).
- 7. Tap (contactless only) or insert chip card.
- 8. The transaction is processed. Void receipts will print with details of the transaction.

## **VOID BY TRANSACTION # (CARD NOT PRESENT)**



- 1. From the idle prompt, tap the  $\stackrel{\frown}{\Omega}$  icon to access the FAVORITES
- 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**.
- 7. 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).
- 9. The void is processed. Void receipts 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.
- 2. 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  $\mathcal{J}$  icon.
- 2. If prompted, input 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.

### **EDIT TIPS BY TRANSACTION #**

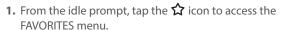
- 1. From the idle prompt, tap the 🏠 icon to access the FAVORITES menu.
- 2. Tap EDIT TIP.
- 3. If prompted, input Manager Password (1234 default).
- 4. Tap ALL.
- 5. Tap TRANSACTION #.
- **6.** Transaction amount appears, input **TIP AMOUNT** and press **OK**.
- 7. If prompted, confirm the tip amount 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.

### WI-FI ICON INDICATOR (FOR WI-FI ENABLED UNITS)



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

# **SETTLE DAILY BATCH**



- 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  $\stackrel{\triangle}{\Omega}$  icon to access the FAVORITES menu.
- 2. Tap desired report type (DAILY REPORT or SUMMARY REPORT).
- 3. If prompted, input Manager Password (1234 default).
- 4. REPORT prints.

### TURN SERVERPROMPT 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 and press OK.
- **11.** To return to the home screen press the **XX** key 2 times.

## WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)







Battery strength indicator.

SIM

Indicates issue with SIM card (GPRS).

