



Quick Reference GuideEMV RETAIL with Dual Pricing

For touch screen Z-Line models
Z9 & Z11 with AURA

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.



CHIP CREDIT SALE

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

MANUALLY ENTERED CREDIT SALE

1. Input the SALE AMOUNT and press OK.
2. Tap on CARD icon and press OK.
3. Manually input card #.
5. If prompted, confirm the sale amount by tapping YES or NO. *Conditional on the terminal's configuration*
4. Follow the CNP prompts (input exp. date, ZIP code etc) *Conditional on the terminal's configuration.*
5. The transaction is processed. Sales receipts will print with details of the transaction.

CREDIT CARD RETURN

1. From your terminal home screen, enter amount of RETURN and press OK.
2. Use the arrows to navigate options to RETURN
3. Tap on CARD icon
4. If prompted, confirm the void amount by tapping OK or CANCEL *Conditional on the terminal's configuration*
5. Tap (contactless only), insert, swipe 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.

VOID CREDIT TRANSACTION (card present)

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

VOID CREDIT TRANSACTION (card not present)

1. From the idle prompt, tap the ☆ icon to access the FAVORITES menu.
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. Use the arrow keys to highlight desired option (LAST, BY TRANSACTION # or BY CARD NUMBER) and press OK.
5. Follow prompts and transaction receipt prints.


SETTLE DAILY BATCH

1. From the idle prompt, tap the ☆ icon to access the FAVORITES menu.
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 ☆ 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.

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 will display, enter 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  key after all desired tips have been adjusted.

POWER CYCLE TERMINAL

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