Quick Reference Guide
EMV RETAIL

For non-touch screen Z-Line models
Z8 with AURA icons

These steps have been provided as a guide for assistance with your Dejavoo non-touch screen payment device with AURA software.

IMPORTANT: The terminal's idle prompt displays **CREDIT** and **SALE** options and a prompt to access the SERVICES menu (**F1**).
To change payment type, use the ↓ arrow key to select the payment type you prefer. To change transaction type, press the
◄ key until the transaction type you prefer appears.

CHIP CREDIT SALE ▼

1. Input the **SALE AMOUNT** and press **OK**.

3. Tap (contactless only) or insert chip card.

4. If prompted, confirm the **SALE AMOUNT** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*

5. The transaction is processed. Sales receipts will print with details of the transaction.

DEBIT SALE ▼

1. Use the ↓ arrow key to select **DEBIT** on your terminal home screen and press **OK**.

2. Press **OK** key to select **SALE**.

3. Input the **SALE AMOUNT** and press **OK**.

4. Tap (contactless only), swipe or insert chip card.

5. If prompted, confirm the **SALE AMOUNT** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*

6. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **OK**.

7. The transaction is processed. Sales receipts will print with details of the transaction.

CREDIT CARD RETURN ▼

1. From your terminal home screen, press the ◄ key until **RETURN** appears.

2. Input the **RETURN AMOUNT** and press **OK.**

3. Confirm the return amount by pressing **F2** (YES) or **F4** (CANCEL).

4. If prompted input Manager Password (1234 default).

5. Tap (contactless only), insert, swipe or manually enter card #.

6. The transaction is processed. Return receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE ▼

1. Input the **SALE AMOUNT** and press **OK**.

2. Manually input card #.

3. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*

4. The transaction is processed. Sales receipts will print with details of the transaction.

VOID CREDIT TRANSACTION (CARD PRESENT) ▼

1. From your terminal home screen, press the ◄ key until **VOID** appears.

2. Input **VOID AMOUNT** and press **OK**.

3. Confirm void amount by pressing **F2** (YES) or **F4** (CANCEL).

4. If prompted, input Manager Password (1234 default).

5. Tap (contactless only), insert, swipe or manually enter card #.

6. Confirm void amount by pressing **F2** (YES) or **F4** (NO).

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, press **F1** to access the SERVICES menu.

2. Use the ↑↓ arrow keys to highlight **FAVORITES** and press **OK**.

3. Use the ↑↓ arrow keys to highlight **VOID CR/DB TRANS** and press **OK**.

4. Use the ↑↓ arrow keys to select **BY TRANSACTION #** and press **OK**.

5. Input **TRANSACTION #** to be voided and press **OK**.

6. If prompted, confirm the **VOID AMOUNT** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*

7. If prompted, input Manager Password (1234 default).

8. The void is processed. Void receipts will print with details of the transaction.

REPRINT RECEIPT ▼

1. From the idle prompt, press **F1** to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight **FAVORITES** and press **OK**.
3. Use the ↑↓ arrow keys to highlight **REPRINT CR/DB RECEIPT** and press **OK**.
4. If prompted, input Manager Password (1234 default).
5. Use the ↑↓ arrow keys to highlight desired option (**LAST, BY TRANSACTION #** or **BY CARD NUMBER**) and press **OK.**
6. Transaction receipt prints.

CALL ME FEATURE (MUST BE ENABLED) ▼

1. From the terminal main screen press the **F4** key.
2. Use the ↑↓ arrow keys to highlight **CALL ME** and press **OK**.
3. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

TURN CLERK PROMPT ON/OFF ▼

1. From the idle prompt, press **F1** to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight **CORE** and press **OK**.
3. Use the ↑↓ arrow keys to highlight **APPLICATIONS** and press **OK**.
4. Use the ↑↓ arrow keys to highlight **CREDIT/DEBIT/EBT** and press **OK**.
5. Use the ↑↓ arrow keys to highlight **SETUP** and press **OK**.
6. If prompted, input Manager Password (1234 default).
7. Use the ↑↓ arrow keys to highlight **TRANS PROMPTS** and press **OK**.
8. Press **OK** to select **CLERKS**.
9. Press **OK** to select **PROMPT**.
10. Use the ↑↓ arrow keys to highlight desired option and press **OK**.
11. To return to the home screen press the **X X** key 3 times.

SETTLE DAILY BATCH ▼

1. From the idle prompt, press **F1** to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight **SETTLEMENT** and press **OK**.
3. Use the ↑↓ arrow keys to highlight **SETTLE DAILY BATCH** and press **OK**.
4. If prompted, input Manager Password (1234 default).
5. Terminal communicates with the host.
6. Settlement Report prints.

PRINTING REPORTS ▼

1. From the idle prompt, press **F1** to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight **REPORTS** and press **OK**.
3. Use the ↑↓ arrow keys to highlight desired report type (**DAILY REPORT** or **SUMMARY REPORT**) and press **OK.**
4. If prompted, input Manager Password (1234 default).
5. **REPORT** prints.

POWER CYCLE TERMINAL ▼

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

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

Wi-Fi connected successfully.