



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. From your terminal home screen, input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
2. 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 highlight **DEBIT** on your terminal home screen and press **OK**.
2. Input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
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. From your terminal home screen, input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
2. Input the **SALE AMOUNT** and press **OK**.
3. Manually input card #.
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.

## 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. If prompted, input Manager Password (1234 default).
5. Use the ↑ ↓ arrow keys to select **BY TRANSACTION #** and press **OK**.
6. Input **TRANSACTION #** to be voided and press **OK**.
7. If prompted, confirm the **VOID AMOUNT** by pressing **F2** (YES) or **F4** (NO). *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, 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.

## 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.

## EDIT TIPS BY TRANSACTION # ▼

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 **EDIT ALL TRANS #** and press **OK**.
4. Input **TRANSACTION #** and press **OK**.
5. Transaction will display, enter **TIP AMOUNT** and press **OK**.
6. Repeat steps 3 and 4 as needed.
7. Press the **XX** key after all desired tips have been adjusted.

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



Wi-Fi connected successfully.

## POWER CYCLE TERMINAL ▼

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

## 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.

## CALL ME FEATURE (MUST BE ENABLED) ▼

1. From the terminal main screen press the **F1** key.
2. Use the ↑↓ arrow keys to highlight **MANAGED SERVICES** and press **OK**.
3. Use the ↑↓ arrow keys to highlight **CALL ME** and press **OK**.
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. 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 **XX** key 3 times.