





Quick Reference Guide EMV RESTAURANT

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

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 $\mbox{\ensuremath{\mbox{$\alpha$}}}$ icon will take you to your FAVORITES menu, the $\mbox{\ensuremath{\mbox{$a$}}}$ icon for a CALL ME request.

CHIP CREDIT SALE

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- 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.*
- 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.*
- 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.
- 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



- 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. Manually input card #.
- **6.** Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
- 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 ☆ 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.

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).
- 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 ${\cal J}$ 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 #

- 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.

TERMINAL POWER OPTIONS

Powering on (Z9 only)

1. Press 💇 * key to turn on terminal.

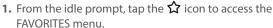
Powering off (Z9 only)

- 1. Tap the 🏠 icon to access the FAVORITES 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.

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



- 2. Tap desired report type (DAILY REPORT or SUMMARY REPORT).
- 3. If prompted, input Manager Password (1234 default).
- 4. REPORT prints.

TURN SERVER PROMPT 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)





GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.

SIN

Indicates issue with SIM card (GPRS).

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



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



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