



Quick Reference Guide EMV RESTAURANT

For touch screen Z-Line models
Dejavoo Z9 & Z11 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 ☆ 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 ▼

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.*
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 ☆ 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).
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 📞 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  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 ▼

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.

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  key 2 times.

WIRELESS ICON INDICATORS (MOBILE UNITS ONLY) ▼



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



Battery strength indicator.



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.

