

# Quick Reference Guide

## EMV Restaurant

### 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.

### TERMINAL POWER OFF/REBOOT

1. Press the button on the side of the terminal and hold until a menu appears on the screen with the following options: Power off, Reboot, Airplane mode, and Silent mode.
2. Select the option you desire by tapping on the screen.

### TERMINAL GUIDE



1. **Wi-Fi icon**  
(Blinks when not connected, solid when connected)
2. **Battery charge indicator**
3. **Terminal power off/reboot**
4. **Chip Reader**

#### Technical/Device Support

1-877-358-6797 opt #2  
customerservice@retailers.com

#### Transaction Support

800-563-5981 opt #2  
Transaction support hours: 24/7

#### Hours of Tech Support

M-F: 8am – 8pm (with light after hours support)  
Sat: 9am – 8pm (with light after hours support)  
Sun: 9am – 5pm (with light after hours support)



### ANDROID TERMINALS

These steps have been provided to assist you with your Dejavoo touch screen payment device with AURA software.

**IMPORTANT:** As well as the payment icons, (ie Credit, Debit, EBT Food, EBT Cash and Cash), the terminal's idle prompt also displays the following icons:

- ★ Access to the FAVORITES menu
- ☰ Access to the CORE menu
- ☎ CALL ME feature

### CHIP CREDIT SALE

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **CLERK ID#** 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 **OK** 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 **CLERK ID#** 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 **OK** or **NO**. *Conditional on the terminal's configuration.*
7. Customer enters PIN on encrypted terminal PIN Pad or encrypted 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 the **RETURN AMOUNT** and press **OK**.
4. If prompted, confirm the return amount by tapping **OK** or **NO**. *Conditional on the terminal's configuration.*
5. If prompted, input **MANAGER PASSWORD** (default password is 1234).
6. Tap (contactless only) or insert chip card.
7. The transaction is processed. Return receipts will print with details of the transaction.

## 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 **CORE** menu.
2. Tap **APPLICATIONS**.
2. Tap **CREDIT/DEBIT/EBT**.
2. Tap **SETUP**.
3. If prompted, input Manager Password (1234 default).
4. Tap **TRANS PROMPTS**.
5. Tap **CLERKS**.
2. Tap **PROMPT**.
7. Tap to select desired option.
8. Press the ◀ key continually to return to the homescreen.

## TO ADD SERVER/CLERK:

Follow steps 1-5.

1. Tap **PERSONNEL**
2. Tap **ADD**
3. Enter Server ID number & press Ok
4. Enter Server Name & press Ok
5. All set

## MANUALLY ENTERED SALE

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **CLERK ID#** 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 the **VOID AMOUNT** and press **OK**.
4. If prompted, confirm the void amount by tapping **OK** or **NO**. *Conditional on the terminal's configuration.*
5. If prompted, input **MANAGER PASSWORD** (default password is 1234).
6. Tap (contactless only) or insert chip card.
7. Enter the void transaction # and press **OK**.
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.

## EDIT TIPS BY TRANSACTION #

1. From the idle prompt, tap the ★ icon to access the **FAVORITES** menu.
2. Tap **TRANSACTION #**.
3. Input **TRANSACTION #** and press **OK**.
4. Transaction amount appears, input **TIP AMOUNT** and press **OK**.
5. If prompted, confirm the tip amount by tapping **YES** or **NO**. *Conditional on the terminal's configuration.*
6. Repeat steps 2 and 3 as needed.
7. After all desired tips have been adjusted, press the ◀ key continually to return to the homescreen.