

Quick Reference Guide

EMV Retail

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 GUIDE



Transaction Support

800-563-5981 opt #2

Technical/Device Support

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

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 the **SALE AMOUNT** and press **OK**.
4. Tap (contactless only) or insert chip card.
5. If prompted, confirm the sale amount by tapping **OK** or **NO**. *Conditional on the terminal's configuration.*
6. 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 the **SALE AMOUNT** and press **OK**.
4. Tap (contactless only) or insert chip card.
5. If prompted, confirm the sale amount by tapping **OK** or **NO**. *Conditional on the terminal's configuration.*
6. Customer enters PIN on encrypted terminal PIN Pad or encrypted external PIN Pad and presses **OK**.
7. 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.

MANUALLY ENTERED SALE

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input the **SALE AMOUNT** and press **OK**.
4. Manually input **CARD #**.
5. Follow the CNP prompts (input exp. date, ZIP code etc). *Conditional on the terminal's configuration.*
6. 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.