

Quick Reference Guide

EMV Retail

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.

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.

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.

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.

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.

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.

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.

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**, under the Support Menu.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

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.

WIRELESS ICONS




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



Battery charge indicator.

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.

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.