These steps have been provided as a guide for assistance with your Dejavoo non-touch screen payment device with AURA software.

**IMPORTANT:** The terminal’s idle prompt displays CREDIT and SALE options and a prompt to enter the amount. To change payment type, press the ↓ arrow key to select the payment type you prefer. To change transaction type, press the ← key to select the transaction type you prefer.

### CHIP CREDIT SALE

1. Input the SALE AMOUNT and press OK.
2. If prompted, confirm the SALE AMOUNT by pressing F2 (OK) or F4 (CANCEL). Conditional on the terminal’s configuration.
3. Tap (contactless only) or insert chip card.
4. The transaction is processed. Sales receipts will print with details of the transaction.

### MANUALLY ENTERED CREDIT SALE

1. Input the SALE AMOUNT and press OK.
2. If prompted, confirm the SALE AMOUNT by pressing F2 (OK) or F4 (CANCEL). Conditional on the terminal’s configuration.
3. Manually enter card #.
4. Follow the CNP prompts (input exp. date, ZIP code etc). Conditional on the terminal’s configuration.
5. The transaction is processed. Sales receipts will print with details of the transaction.

### DEBIT SALE

1. From your terminal home screen, use the ↓ arrow key to highlight DEBIT and press OK.
2. Input the SALE AMOUNT and press OK.
3. If prompted, confirm the SALE AMOUNT by pressing F2 (OK) or F4 (CANCEL). Conditional on the terminal’s configuration.
4. Tap (contactless only), swipe or insert chip card.
5. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses OK.
6. The transaction is processed. Sales receipts will print with details of the transaction.

### CREDIT CARD RETURN

1. From your terminal home screen, press the ← key to highlight RETURN and press OK.
2. Input the RETURN AMOUNT and press OK.
3. Confirm void amount by pressing F2 (OK) or F4 (CANCEL).
4. If prompted input Manager Password (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. The transaction is processed. Return receipts will print with details of the transaction.

### VOID CREDIT TRANSACTION (CARD PRESENT)

1. From your terminal home screen, press the ← key to highlight VOID and press OK.
2. Input VOID AMOUNT and press OK.
3. Confirm void amount by pressing F2 (OK) or F4 (CANCEL). Conditional on the terminal’s configuration.
4. If prompted, input Manager Password (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. Confirm void amount by pressing F2 (YES) or F4 (NO).
7. The transaction is processed. Void receipts will print with details of the transaction.

### VOID CREDIT TRANSACTION (CARD NOT PRESENT)

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑ ↓ arrow keys to highlight FAVORITES and press OK.
3. Use the ↑ ↓ arrow keys to highlight VOID TRANSACTION and press OK.
4. If prompted, input Manager Password (1234 default).
5. Use the ↑ ↓ arrow keys to select BY TRANSACTION # and press OK.
6. Input TRANSACTION # to be voided and press OK.
7. Confirm the TRANSACTION details to be voided by pressing OK.
8. If prompted, confirm the VOID AMOUNT by pressing F2 (OK) or F4 (CANCEL). Conditional on the terminal’s configuration.
9. The transaction is processed. Void receipts will print with details of the transaction.

---

**TERMINAL HELP DESK:** 877-358-6797 (option 2)  |  E: support@dejavoosystems.com  |  dejavoosystems.com
These steps have been provided as a guide for assistance with your Dejavoo non-touch screen payment device with AURA software.

**IMPORTANT:** The terminal's idle prompt displays CREDIT and SALE options and a prompt to enter the amount. To change payment type, press the $ arrow key to select the payment type you prefer. To change transaction type, press the ← key to select the transaction type you prefer.

### REPRINT RECEIPT

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight FAVORITES and press OK.
3. Use the ↑↓ arrow keys to highlight REPRINT RECEIPT and press OK.
4. If prompted, input Manager Password (1234 default).
5. Use the ↑↓ arrow keys to highlight desired option (LAST, BY TRANSACTION # or BY CARD NUMBER) and press OK.
6. Use the ↑↓ arrow keys to highlight desired copy (MERCHANT or CUSTOMER) and press OK.
7. Transaction receipt prints.

### SETTLE DAILY BATCH

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight FAVORITES and press OK.
3. Use the ↑↓ arrow keys to highlight SETTLE DAILY BATCH and press OK.
4. If prompted, input Manager Password (1234 default).
5. Terminal communicates with the host.

### PRINTING REPORTS

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight FAVORITES and press OK.
3. Use the ↑↓ arrow keys to highlight REPORT and press OK.
4. If prompted, input Manager Password (1234 default).
5. Use the ↑↓ arrow keys to highlight desired report type and press OK.
6. REPORT prints.

### CALL ME FEATURE (MUST BE ENABLED)

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight MANAGED SERVICES and press OK.
3. If prompted, input Manager Password (1234 default).
4. Use the ↑↓ arrow keys to highlight CALL ME and press OK.
5. Use the ↑↓ arrow keys to highlight the service you require and press OK.
6. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

### POWER CYCLE TERMINAL

1. Press and hold the key on the keyboard and release once terminal starts to reboot.

### TURN CLERK PROMPT ON/OFF

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the ↑↓ arrow keys to highlight CORE and press OK.
3. Use the ↑↓ arrow keys to highlight APPLICATIONS and press OK.
4. Use the ↑↓ arrow keys to highlight DvCREDITAPP and press OK.
5. Use the ↑↓ arrow keys to highlight SETUP and press OK.
6. If prompted, input Manager Password (1234 default).
7. Use the ↑↓ arrow keys to highlight TRANS PROMPTS and press OK.
8. Press OK to select CLERKS.
9. Press OK to select PROMPT.
10. Use the ↑↓ arrow keys to highlight desired option and press OK.
11. To return to the home screen press the key 3 times.

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

Wi-Fi connected successfully.