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.

TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ☰ icon to access the CORE menu.
2. Tap APPLICATIONS.
3. Tap CREDIT/DEBIT/EBT.
4. Tap SETUP.
5. If prompted, input Manager Password (1234 default).
6. Tap TRANS PROMPTS.
7. Tap CLERKS.
8. Tap PROMPT.
9. Tap to select desired option.
10. Press the ◁ key continually to return to the homescreen.

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.

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.

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. Input TRANSACTION # and press OK.
7. Transaction amount appears, input TIP AMOUNT and press OK.
8. If prompted, confirm the tip amount by tapping YES or NO. Conditional on the terminal's configuration.
9. Repeat steps 5 and 6 as needed.
10. After all desired tips have been adjusted, press the ◁ key continually to return to the homescreen.

WIRELESS ICONS

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

🔋 Battery charge indicator.

SIGNAPAY

Dejavoo
Quick Reference Guide for model:
QD2 - Restaurant

Customer Support
800.944.1399
Hours: Monday – Friday 8:00AM – 6:00PM CST

Restaurant Quick Reference Guide for models:
QD2

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.

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 CREDIT TRANSACTION (CP)

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.

REPRINT RECEIPT

1. From the idle prompt, tap the ★ icon to access theFAVORITES 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.

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.

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 BY TRANSACTION # (CNP)

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.

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.