

## CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen press the **F4** key.
2. Use the↑↓arrow keys to highlight **CALL ME** and press **OK**.
3. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

## 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 **CREDIT/DEBIT/EBT** 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.

## TERMINAL POWER OPTIONS

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

## PRINTING REPORTS

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

## 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 CR/DB 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. Transaction receipt prints.

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

 Wi-Fi connected successfully.

# SIGNAPAY

## Dejavoo Retail Quick Reference Guide for models: Z8, non-touch screen Z-Line Models



**Customer Support**

**800.944.1399**

Hours: Monday - Friday 8:00AM - 6:00PM CST



## Retail Quick Reference Guide for models: Z8, non-touch screen Z-Line Models

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 access the **SERVICES** menu (**F1**). To change payment type, use the ↓ key to select the payment type you prefer. To change transaction type, press the ⬅️ key until the transaction type you prefer appears.

### CHIP CREDIT SALE

1. Input the **SALE AMOUNT** and press **OK**.
2. Tap (contactless only) or insert chip card.
3. If prompted, confirm the **SALE AMOUNT** by pressing **F2 (YES)** or **F4 (NO)**. Conditional on the terminal's configuration.
4. The transaction is processed. Sales receipts will print with details of the transaction.

### DEBIT SALE

1. Use the ↓ arrow key to select **DEBIT** on your terminal home screen and press **OK**.
2. Press **OK** key to select **SALE**.
3. Input the **SALE AMOUNT** and press **OK**.
4. Tap (contactless only), swipe or insert chip card.
5. If prompted, confirm the **SALE AMOUNT** by pressing **F2 (YES)** or **F4 (NO)**. Conditional on the terminal's configuration.
6. Cardholder inputs **PIN** on terminal **PIN** Pad or external **PIN** Pad and presses **OK**.
7. 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. Manually input card #.
3. Follow the **CNP** prompts (input exp. date, **ZIP** code etc). Conditional on the terminal's configuration.
4. 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 until **RETURN** appears.
2. Input the **RETURN AMOUNT** and press **OK**.
3. Confirm the return amount by pressing **F2 (Yes)** 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 TRANSACTION (CARD PRESENT)

1. From your terminal home screen, press the ⬅️ key until **VOID** appears.
2. Input **VOID AMOUNT** and press **OK**.
3. Confirm void amount by pressing **F2 (YES)** or **F4 (CANCEL)**.
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.

### SETTLE DAILY BATCH

1. From the idle prompt, press **F1** to access the **SERVICES** menu.
2. Use the↑↓arrow keys to highlight **SETTLEMENT** 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.
6. Settlement Report prints.

### VOID 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 CR/DB TRANS** and press **OK**.
4. Use the↑↓arrow keys to select **BY TRANSACTION #** and press **OK**.
5. Input **TRANSACTION #** to be voided and press **OK**.
6. If prompted, confirm the **VOID AMOUNT** by pressing **F2 (YES)** or **F4 (NO)**. Conditional on the terminal's configuration.
7. If prompted, input Manager Password (1234 default).
8. The void is processed. Void receipts will print with details of the transaction.