

Quick Reference Guide

EMV Restaurant

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 **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.

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.

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.

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.

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 home 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 home screen.

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.



10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems
393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com

Dejavoo Canada
7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

DeNovo Systems
1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com

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.

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.

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.



10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems
393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com

Dejavoo Canada
7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

DeNovo Systems
1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com



Quick Reference Guide

For QD and P Series Android models
using iPOSPays software



These steps have been provided to assist you with your Dejavoo Android device using iPOSPays software. **IMPORTANT:** The terminal's idle prompt displays an ENTER AMOUNT screen, as well as the following icons:

Menu Settings Favorites Support



PIN Pad

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap PIN PAD.
4. For countertop devices, PIN Pad is enabled through portal integration setup.
5. For PIN Pad devices, enable and enter countertop device IP address.
6. Click on START PAIRING.

COMM SETUP

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap COMM SETUP.
4. Click on any one of the network choices listed: CONFIGURE (GPRS, WIFI, ETHERNET, BLUETOOTH).
5. Tap on GPRS.
6. Tap on desired network and configure.

DISPLAY & TIME

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap DISPLAY & TIME.
4. Click on SELECT TIME ZONE and choose your preferred time zone.

SPIn

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap SPIn.
4. SPIn details assigned automatically by TPN parameter.

DEMO VIDEOS

1. From the idle prompt, tap the  icon to select CASH. 2. Tap on desired DEMO VIDEO.
3. Click  button for previous screen.

KEYBOARD

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap KEYBOARD.
4. Tap KEYBOARD BEEP to enable or disable keyboard beep sound.
5. Tap TRANSACTION RESPONSE audio cue to enable or disable transaction audio.

LANGUAGE & THEME

1. From the idle prompt, tap the  icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap LANGUAGE & THEME.
4. Choose your language preference: United States - English or Spanish
5. Choose a color theme: Cyan or Blue Gray.

VOID SALE

1. From the idle prompt, tap the  icon and select VOID.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card numbers.
4. Select the transaction and tap on the  icon.
5. The transaction is processed. VOID sale receipts will print with details of the transaction.
6. A REFUND transaction also can be voided.

PRE AUTH

1. From the idle prompt, tap the  icon and select PRE AUTH.
2. Enter the amount and tap OK.
3. Insert/swipe the card to do a PRE AUTH.
4. If prompted, customer enters PIN# on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
5. The transaction is processed. PRE AUTH receipts will print with details of the transaction.

SHOW / SETTLE BATCH ▼

1. From the idle prompt, tap the  icon and select SHOW/SETTLE BATCH.
2. Tap on SETTLE.
3. Any untipped transactions in the batch will prompt an alert.
4. Tap YES.
5. The batch will be settled and receipts will be printed.

CASH

1. From the idle prompt, tap the  icon and select CASH.
2. Enter the Sale amount then click on OK.
3. Enter the amount of cash received from the customer under CASH IN and the balance will be displayed under CHANGE.
4. Click OK. The transaction is processed and receipts will print with details of the transaction.

CREDIT SALE

1. From the idle prompt, enter the SALE amount and tap OK.
2. If TIP AMOUNT is enabled, a tip suggestion prompt will appear.
3. Select a tip amount and click OK.
4. Insert/swipe the card or choose an alternative payment option from OTHER OPTIONS.
5. If prompted, customer enters PIN# on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
6. The transaction is processed. Sales receipts will print with details of the transaction.

REFUND ▼

1. From the idle prompt, tap the  icon and select REFUND.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Enter the REFUND amount and tap OK.
4. Insert/swipe the card.
5. If prompted, customer enters PIN# on encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
6. The transaction is processed. Refund receipts will print with details of the transaction.

TICKET ▼

1. From the idle prompt, tap the  icon and select TICKET.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card number (last 4 digits).
4. Select the transaction and tap on the  icon.
5. Edit the final amount for ticketing.
6. The transaction is processed. Ticket receipts will print with details of the transaction.

REPRINT RECEIPT ▼

1. From the idle prompt, tap the  icon and select REPRINT.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card number (last 4 digits).
4. Select the transaction and tap on the  icon.
5. Select YES to re-print merchant copy.
6. Merchant copy will be printed. Options for reprinting customer copy are also available.

CALL ME BACK ▼

1. From the idle prompt, tap the  icon to select CALL ME BACK. 2. Tap your required support and enter your contact number.
3. A ticket will be created and you will receive a call back from the support team.

REMOTE DIAGNOSIS ▼

1. From the idle prompt, tap the  icon to select REMOTE DIAGNOSIS.
2. The AnyDesk app will open.
3. Enter the AnyDesk remote address of the customer support team.
4. The support team will diagnose the device remotely.
5. Click  button for previous screen.

HARDWARE DIAGNOSIS ▼

1. From the idle prompt, tap the  icon to select HARDWARE DIAGNOSIS.
2. Tap on desired hardware test and follow the prompt.
3. Click  button for previous screen.

REPORTS ▼

1. From the idle prompt, tap the  icon and select REPORTS. 2. Choose REPORT from OPEN/CLOSED Batch.
3. Tap on desired report type (Summary, Daily, Un-Tipped, Tipped, Non Cash).
4. Tap on NEXT and then tap on the  icon.

ADJUST TIP ▼

1. From the idle prompt, tap the  icon and select ADJUST TIP.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. By default, the most recent transaction is selected.
4. Enter the tip amount under TIP and tap OK.
5. Repeat the previous step for all un-tipped transactions then tap on  icon.
6. Tap on YES to complete tip adjust.
7. Print by clicking  icon.



Quick Reference Guide EMV RESTAURANT

For non-touch screen Z-Line models
Z8 with AURA icons

These steps have been provided as a guide for assistance with your Dejavoov 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 \$ arrow 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. From your terminal home screen, input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
2. Input the **SALE AMOUNT** and press **OK**.
3. Tap (contactless only) or insert chip card.
4. If prompted, confirm the **SALE AMOUNT** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*
5. The transaction is processed. Sales receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE ▼

1. From your terminal home screen, input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
2. Input the **SALE AMOUNT** and press **OK**.
3. Manually input 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. Use the \$ arrow key to highlight **DEBIT** on your terminal home screen and press **OK**.
2. Input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
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.

VOID CREDIT 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.

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 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 CR/DB TRANS** 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. If prompted, confirm the **VOID AMOUNT** by pressing **F2** (YES) or **F4** (NO). *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.



Quick Reference Guide EMV RESTAURANT

For non-touch screen Z-Line models
Z8 with AURA icons



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 \$ arrow key to select the payment type you prefer. To change transaction type, press the key until the transaction type you prefer appears.

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.

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.

EDIT TIPS BY TRANSACTION # ▼

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 **EDIT ALL TRANS #** and press **OK**.
4. Input **TRANSACTION #** and press **OK**.
5. Transaction will display, enter **TIP AMOUNT** and press **OK**.
6. Repeat steps 3 and 4 as needed.
7. Press the key after all desired tips have been adjusted.

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



Wi-Fi connected successfully.

POWER CYCLE TERMINAL ▼

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

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.

CALL ME FEATURE (MUST BE ENABLED) ▼

1. From the terminal main screen press the **F1** key.
2. Use the \$\$ arrow keys to highlight **MANAGED SERVICES** and press **OK**.
3. Use the \$\$ arrow keys to highlight **CALL ME** and press **OK**.
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, 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.



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems

393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com



Dejavoo Canada

7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com

DeNovo Systems

1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com



Quick Reference Guide EMV RETAIL

For non-touch screen Z-Line models
Z8 with AURA icons

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 \$ arrow 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**.
3. Tap (contactless only) or insert chip card.
4. If prompted, confirm the **SALE AMOUNT** by pressing **F2** (YES) or **F4** (NO). *Conditional on the terminal's configuration.*
5. 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.

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.

VOID CREDIT 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.

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 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 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.



Quick Reference Guide EMV RETAIL

For non-touch screen Z-Line models
Z8 with AURA icons



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 \$ arrow key to select the payment type you prefer. To change transaction type, press the key until the transaction type you prefer appears.

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.

CALL ME FEATURE (MUST BE ENABLED) ▼

1. From the terminal main screen press the **F1** key.
2. Use the \$\$ arrow keys to highlight **MANAGED SERVICES** and press **OK**.
3. Use the \$\$ arrow keys to highlight **CALL ME** and press **OK**.
4. 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 **XX** key 3 times.

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.

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.

POWER CYCLE TERMINAL ▼

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

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



Wi-Fi connected successfully.



10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems
393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com

Dejavoo Canada
7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

DeNovo Systems
1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com



Quick Reference Guide EMV RESTAURANT

For touch screen Z-Line models
Z9 & Z11 with AURA icons

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

IMPORTANT: The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your FAVORITES menu, the ≡ icon will take you to the terminal's SERVICES menu and when configured, use the 📞 icon for a CALL ME request.

CHIP CREDIT SALE ▼

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **SERVER #** 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 **YES** or **NO**. *Conditional on the terminal's configuration.*
7. The transaction is processed. Sales receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE ▼

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **SERVER #** 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.

DEBIT SALE ▼

1. Tap on the **DEBIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
4. Input the **SALE AMOUNT** and press **OK**.
5. Tap (contactless only), swipe or insert chip card.
6. If prompted, confirm the sale amount by tapping **YES** or **NO**. *Conditional on the terminal's configuration.*
7. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses **OK**.
8. 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 **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
4. Input the **VOID AMOUNT** and press **OK**.
5. If prompted, confirm the void amount by tapping **OK** or **CANCEL**. *Conditional on the terminal's configuration.*
6. If prompted, input Manager Password (1234 default).
7. Tap (contactless only) or insert chip card.
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 **SERVER #** and press **OK**. *Conditional on the terminal's configuration.*
4. Input the **RETURN AMOUNT** and press **OK**.
5. Tap (contactless only), swipe, insert chip card or manually enter card #.
6. If prompted, confirm the sale amount by tapping **YES** or **NO**. *Conditional on the terminal's configuration.*
7. The transaction is processed. Sales 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.

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

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. Transaction amount appears, input **TIP AMOUNT** and press **OK**.
7. If prompted, confirm the tip amount by tapping **YES** or **NO**. *Conditional on the terminal's configuration.*
8. Repeat steps 5 and 6 as needed.
9. Press the **XX** key after all desired tips have been adjusted.

TERMINAL POWER OPTIONS ▼

Powering on (Z9 only)

1. Press  key to turn on terminal.

Powering off (Z9 only)

1. Tap the ☆ icon to access the FAVORITES menu.
2. Tap on **POWER OFF** to turn off terminal.

To power cycle all terminals

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



10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems
393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com

Dejavoo Canada
7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

DeNovo Systems
1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com

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 SERVICES menu.
2. Tap **CORE**.
3. Tap **APPLICATIONS**.
4. Tap **CREDIT/DEBIT/EBT**.
5. Tap **SETUP**.
6. If prompted, input Manager Password (1234 default).
7. Tap **TRANS PROMPTS**.
8. Tap **CLERKS**.
9. Tap **PROMPT**.
10. Tap to select desired option and press **OK**.
11. To return to the home screen press the **XX** key 2 times.

WIRELESS ICON INDICATORS (MOBILE UNITS ONLY) ▼



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).

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



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



Quick Reference Guide EMV RETAIL

For touch screen Z-Line models
Z9 & Z11 with AURA icons

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

IMPORTANT: The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your FAVORITES menu, the ≡ icon will take you to the terminal's SERVICES menu and when configured, use the 📞 icon for a CALL ME request.

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 **YES** or **NO**. *Conditional on the terminal's configuration.*
6. The transaction is processed. Sales receipts will print with details of the transaction.

MANUALLY ENTERED 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. 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), swipe or insert chip card.
5. If prompted, confirm the sale amount by tapping **YES** or **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.

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 **CANCEL**. *Conditional on the terminal's configuration.*
5. If prompted, input Manager Password (1234 default).
6. Tap (contactless only) or insert chip card.
7. 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. Tap (contactless only), swipe, insert chip card or manually enter card #.
5. If prompted, confirm the sale amount by tapping **YES** or **NO**. *Conditional on the terminal's configuration.*
6. The transaction is processed. Sales 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.

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**.
4. 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, tap the ☰ icon to access the SERVICES menu.
2. Tap **CORE**.
3. Tap **APPLICATIONS**.
4. Tap **DVCREDITAPP**.
5. Tap **SETUP**.
6. If prompted, input Manager Password (1234 default).
7. Tap **TRANS PROMPTS**.
8. Tap **CLERKS**.
9. Tap **PROMPT**.
10. Tap to select desired option and press **OK**.
11. To return to the home screen press the ⓧ key 2 times.

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



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

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.

TERMINAL POWER OPTIONS ▼

Powering on (Z9 only)

1. Press key to turn on terminal.

Powering off (Z9 only)

1. Tap the ☆ icon to access the FAVORITES menu.
2. Tap on **POWER OFF** to turn off terminal.

To power cycle all terminals

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

WIRELESS ICON INDICATORS (MOBILE UNITS ONLY) ▼



GPRS signal strength indicator (the more bars, the better your signal GPRS).



Battery strength indicator.



Indicates issue with SIM card (GPRS).



10999 Stahl Rd
Newburgh, IN 47630
poweredbyevolv.com



1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907

Dejavoo Systems
393 Jericho Turnpike, Suite
#203 Mineola NY 11501
T: 1-877-358-6797
E: sales@dejavoosystems.com

Dejavoo Canada
7290 Torbram Road, Unit 1
Mississauga, ON L4T 3Y8
T: 647-430-0905
E: sales@dejavoocanada.com

DeNovo Systems
1000 Avenida Juan Ponce de Leon
Suite 2-A, San Juan, PR 00907
T: 1-877-358-6797
E: sales@dejavoosystems.com