WIRELESS ICONS

If your network connection has a firewall confirm with IT that port 555 is open

1. Select **SETTINGS** on terminal home screen
2. Select **WLAN**
3. Select your network to connect
4. If prompted, enter the network password (check **Show password** to view characters)

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

ETHERNET SETUP

If your network connection has a firewall confirm with IT that port 555 is open

1. Connect the ethernet cable into the base port
2. Connect the opposite end of the ethernet cable directly into your ethernet outlet

CHANGING TIME/DATE

1. Select **SETTINGS** on terminal home screen
2. Press the menu icon on the top right-hand of the screen (3 horizontal lines)
3. Scroll down and select **DATE & TIME**

ADJUSTING BRIGHTNESS

1. Select **SETTINGS** on terminal home screen
2. Press the menu icon on the top right-hand of the screen (3 horizontal lines)
3. Select **DISPLAY**
4. Select **BRIGHTNESS LEVEL** and adjust as needed

BATTERY LIFE

1. Select **SETTINGS** on terminal home screen
2. Press the menu icon on the top right-hand of the screen (3 horizontal lines)
3. Select **BATTERY** to determine current percentage

TERMINAL POWER OFF / REBOOT

1. Hold the power button on the left side of the terminal until a menu appears with the following options: **Power off / Reboot / Airplane mode / Silent mode**
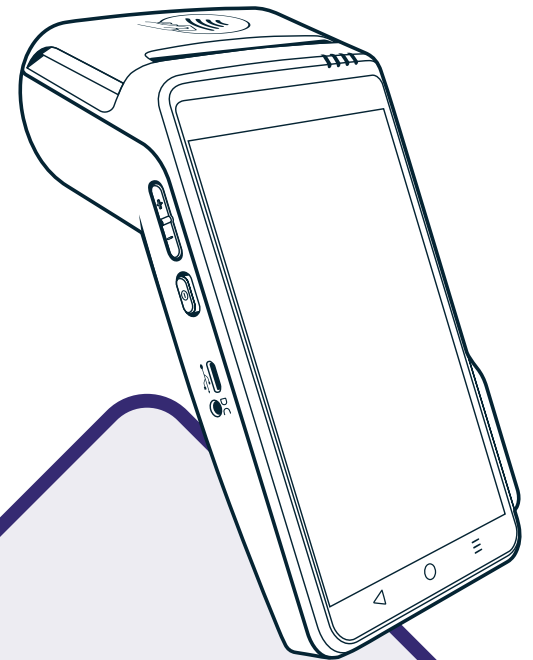2. Select the appropriate option

Contact Us

We invite you to email **support@cardx.com** for the fastest response. You may also reach us by phone at **(877) 885-2097**.

Ordering Paper

For additional rolls of paper, please use these dimensions to order from your distributor of choice: 2 ¼" x 50' thermal paper.

CardX

Dejavoo QD Series
Quick Reference Guide

support@cardx.com
(877) 885-2097

SALE

1. Select the **AURA** app
2. Select the **SALE** icon
3. Enter the **SALE AMOUNT** and select **OK**
4. Insert, swipe, or tap card
5. If prompted, confirm the surcharge amount:
   a. **Yes** to process the transaction
   b. **No** to cancel the transaction
6. Merchant receipt prints upon success. Customer receipt is optional.

KEYED SALE (Card NOT Present)

1. Select the **AURA** app
2. Select the **SALE** icon
3. Enter the **SALE AMOUNT** and select **OK**
4. Tap the screen to manually enter the card number
5. Follow the prompts (to bypass a particular prompt, press the green button)
6. If prompted, confirm the surcharge amount:
   a. **Yes** to process the transaction
   b. **No** to cancel the transaction
7. Customer signs terminal and selects **OK**
8. Merchant receipt prints upon success. Customer receipt is optional.

RETURN

1. Select the **AURA** app
2. Select the **RETURN** icon
3. Enter the **RETURN AMOUNT** (this is the "TOTAL AMT" shown on receipt) and select **OK**
   a. The card brands (e.g., Visa and Mastercard) require merchants to refund **both** the base amount of the sale as well as the credit card fee to the cardholder. For partial refunds, manually calculate the credit card fee
4. Select **OK** to confirm the return amount (or **CANCEL** to cancel the return)
   a. If prompted, enter manager password (default: 1234)
5. Insert, swipe, or tap card
6. Return receipt will print upon success. Customer receipt is optional.

KEYED RETURN (Card NOT Present)

1. Select the **AURA** app
2. Select the **RETURN** icon
3. Enter the **RETURN AMOUNT** (this is the "TOTAL AMT" shown on receipt) and select **OK**
4. Select **OK** to confirm the return amount (or **CANCEL** to cancel the return)
   a. If prompted, enter manager password (default: 1234)
5. Tap the screen to manually enter the card number
6. Follow the prompts (to bypass a particular prompt, press the green button)
7. Return receipt will print upon success. Customer receipt is optional.

VOID (Card Present)

1. Select the **AURA** app
2. Select **VOID**
3. Enter the **VOID AMOUNT** (this is the "TOTAL AMT" shown on receipt) and select **OK**
   a. If "Mismatch" appears, the amount entered does not match the "TOTAL AMT" shown on receipt
4. Select **OK** to confirm the void amount (or **CANCEL** to cancel the void)
   a. If prompted, enter manager password (default: 1234)
5. Insert, swipe, or tap card
6. Void receipt will print upon success. Customer receipt is optional.

KEYED VOID (Card NOT Present)

1. Select the **AURA** app
2. Select the ★ icon to access the **FAVORITES** menu
3. Select **VOID TRANSACTION**
   a. If prompted, enter manager password (default: 1234)
4. Find the transaction by searching with the desired void option (View all / By Transaction # / Reference Number / Invoice # / Approval Code / Last Transaction)
5. Once found, select the transaction
6. Select **OK** to confirm the void amount (or **CANCEL** to cancel the void)
   a. If prompted, enter manager password (default: 1234)
7. Receipt will print upon success. Customer receipt is optional.

AUTH

1. Select the **AURA** app
2. Select the **AUTH** icon
3. Enter the auth amount and select **OK**
4. Insert, swipe, or tap card
5. Select **OK** to confirm the auth amount (or **CANCEL** to cancel the auth)
6. Auth receipt will print upon success. Customer receipt is optional
7. To settle an **AUTH**, follow the steps to manually settle a batch

REPORT MENU

1. Select the **AURA** app
2. Select the ★ icon to access the **FAVORITES** menu
3. Select **REPORT**
4. Select desired report type (Daily Report / Summary Report / Detailed Report)
   a. If prompted, enter manager password (default: 1234)

REPRINT RECEIPT

1. Select the **AURA** app
2. Select the ★ icon to access the **FAVORITES** menu
3. Select **REPRINT RECEIPT**
   a. If prompted, enter manager password (default: 1234)
4. Select desired option (Last / By Transaction # / By Card Number)
5. Follow the prompts
6. Receipt will reprint upon success

SETTLING A BATCH

1. Select the **AURA** app
2. Select the menu icon on the bottom left-hand side of the screen (three horizontal lines)
3. Select **SETTLEMENT**
4. Select **SETTLE DAILY BATCH**