




WIRELESS ICONS

- Wi-Fi icon will blink when not connected
It will remain static when connected successfully
- Battery charge indicator

TERMINAL POWER OFF/REBOOT

- 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**
- Select the option you desire by tapping on the screen

TURN SERVER PROMPT ON/OFF

- From the idle prompt, tap the  icon to access the **CORE** menu
- Tap **APPLICATIONS**
- Tap **CREDIT/DEBIT/EBT**
- Tap **SETUP**
- If prompted, input Manager Password (1234 default)
- Tap **TRANS PROMPTS**
- Tap **CLERKS**
- Tap **PROMPT**
- Tap to select desired option
- Press the  key continually to return to the homescreen



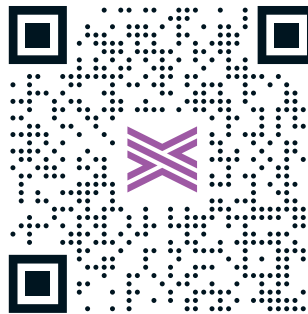
Scan to setup your terminal and Stax Pay app to start taking transactions. Save time and get paid faster.

support@staxpayments.com
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The All in One Payment Platform

Scan to begin setup and start taking payments quickly:

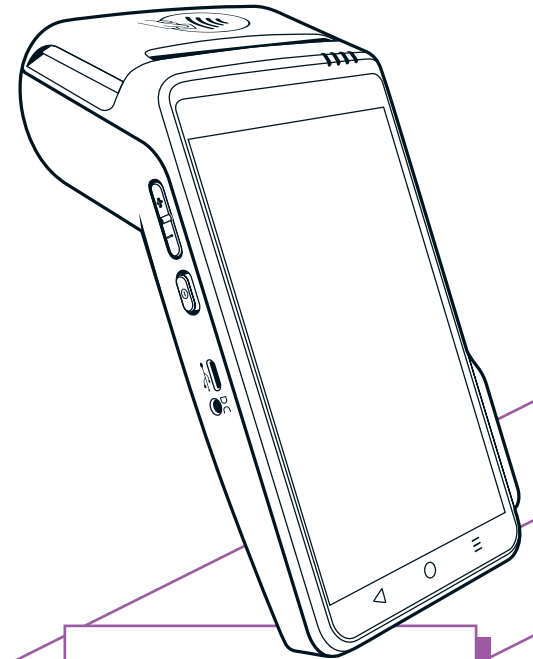


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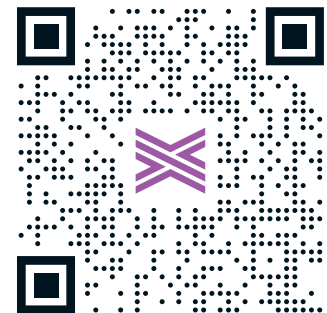
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Dejavoo QD - Retail Quick Reference Guide



Scan to begin setup and start taking payments quickly:



CHIP CREDIT SALE

1. Tap the **CREDIT** icon on your terminal home screen
2. Tap 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

DEBIT SALE

1. Tap the **DEBIT** icon on your terminal home screen
2. Tap 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

MANUALLY ENTERED SALE

1. Tap the **CREDIT** icon on your terminal home screen
2. Tap 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

VOID CREDIT TRANSACTION (Card Present)

1. Tap the **CREDIT** icon on your terminal home screen
2. Tap 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

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

CREDIT CARD RETURN

1. Tap the **CREDIT** icon on your terminal home screen
2. Tap 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

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