


Touch Screen Z Line Models Z6, Z9 & Z11 - EMV Restaurant Quick Reference Guide



Restaurant

**** Note:** The terminal's idle prompt is the main "Credit / Sale ... Enter Amount" Screen

These steps have been provided as a guide for assistance with your Dejavoo Touch Screen Payment Device

CHIP CREDIT SALE	SWIPED OR MANUAL CREDIT SALE	DEBIT SALE
<ol style="list-style-type: none"> ➊ Input Sale Amount and press OK ➋ Insert Chip Card ➌ Press OK to confirm Sale Amount ➍ Input TIP AMOUNT if prompted and press OK <ul style="list-style-type: none"> - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print 	<ol style="list-style-type: none"> ➊ Input Sale Amount and press OK ➋ Swipe OR Manually Enter Card # ➌ Press OK to confirm Sale Amount ➍ Input TIP AMOUNT if prompted and press OK <ul style="list-style-type: none"> - If AVS prompts, input AVS information - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print 	<ol style="list-style-type: none"> ➊ Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount" ➋ input Sale Amount and press OK ➌ Insert Chip Card ➍ When prompted tap "YES" ➎ Input PIN # on PIN Pad and press OK ➏ Press OK to confirm Sale Amount ➐ Input TIP AMOUNT if prompted and press OK <ul style="list-style-type: none"> - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print
VOID TRANSACTION	RETURN TRANSACTION	SETTLE THE OPEN BATCH
<ol style="list-style-type: none"> ➊ Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount" ➋ input VOID Amount and press OK ➌ If prompted input Manager Password (1234 default) ➍ Insert Chip Card ➎ When prompted tap "YES" ➏ Receipts Print 	<ol style="list-style-type: none"> ➊ Tap the word "Sale" then Tap the word RETURN for "Credit/ Return Enter Amount" ➋ input RETURN Amount and press OK ➌ If prompted input Manager Password (1234 default) ➍ Insert Chip Card ➎ When prompted tap "YES" ➏ Receipts Print 	<ol style="list-style-type: none"> ➊ From the idle prompt tap the Favorites icons on the display:  ➋ Tap CORE SETTLE DAILY BATCH ➌ If prompted input Manager Password (1234 default) <ul style="list-style-type: none"> - Terminal communicates with the Host - Settle Report Prints

TERMINAL HELP DESK: - [877.358.6797](tel:877.358.6797) option 2 - support@dejavooystems.com - <http://www.dejavooystems.com/>








Touch Screen Z Line Models Z6, Z9 & Z11 - EMV Restaurant Quick Reference Guide



Restaurant

**** Note: The terminal's idle prompt is the main "Credit / Sale ... Enter Amount" Screen**

These steps have been provided as a guide for assistance with your Dejavoo Touch Screen Payment Device

PRINTING LAST RECEIPT	WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)	WI-FI ICON INDICATOR (FOR WI-FI ENABLED UNITS)
<ol style="list-style-type: none"> 1 From the Idle Prompt tap the Favorites icons on the display: 2 Tap  Print Last Receipt Copy 3 Last transaction Receipt Prints 	 GPRS Signal Strength Indicator (The More Bars, The Better Your Signal GPRS)  Battery Strength Indicator SIM Indicates Issue with SIM Card (GPRS)	 Wi-Fi Not Connected  Wi-Fi Connected Successfully
PRINTING REPORTS	EDIT TIPS ON TERMINAL	CALL ME FEATURE (MUST BE ENABLED)
<ol style="list-style-type: none"> 1 From the Idle Prompt screen press OK 2 Tap REPORTS 3 Tap Desired Report Type 3 Input Password (1234 Default) and press OK <ul style="list-style-type: none"> - Report Prints 	<ol style="list-style-type: none"> 1 From the Idle Prompt tap the Favorites icons on the display: 2 Tap  Cr/Db Edit Tips 3 Tap Desired Edit Method 4 Add tip amount to desired transaction 	<ol style="list-style-type: none"> 1 From the Idle Prompt tap the CALL ME icon on the display:  2 Select "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.

TERMINAL HELP DESK: - 877.358.6797 option 2 - support@dejavooystems.com - <http://www.dejavooystems.com/>