

EMV Retail Quick Reference Guide - Non TouchScreen Models VS Line Z Line

These steps have been provided as a guide for assistance.

Terminal Help Desk
1-877-358-6797 opt 2
Support@DejavooSystems.com

SWIPED OR MANUAL CARD SALE

1. Input **Sale Amount** and press **OK**
2. **Swipe** or **Manually Enter** Card #
3. **Press OK** to confirm Sale Amount
If AVS prompts, input AVS information
5. Terminal communicates with the Host
6. Receipts Print

CHIP CARD SALE

1. Input **Sale Amount** and press **OK**
2. Insert Chip Card
When applicable select application
3. **Press OK** to confirm Sale Amount
When applicable select language preference
4. **Press F2** to reconfirm sale.
When applicable input PIN and press OK
5. Terminal communicates with the Host
6. Receipts Print

DEBIT SALE

1. Input **Sale Amount** and press **OK**
2. Insert Chip Card
3. **Press OK** to confirm Sale Amount
When applicable select language preference
4. **Press F2** to reconfirm sale.
5. **Press F2** to select **Chequing** Account or **F4** to select **Savings**.
6. Input **PIN** and press **OK**
7. Terminal communicates with the Host
8. Receipts Print

VOID TRANSACTION

1. From the **ENTER AMOUNT** screen press F3
2. Highlight **VOID CR/DB TRANS** and press **OK**
3. Input **Password** (1234 Default) and press **OK**
4. Highlight by **TRANSACTION #** and press **OK**
5. Input **Transaction #** to be Voided and press **OK**
6. **Press F3** to select transaction
7. **Press F2** to reconfirm void.
8. Input **Password** (1234 Default) and press **OK**
9. Receipts Print

RETURN TRANSACTIONS

1. Press Yellow Backspace Key until Display Reads **RETURN** enter **Amount**
2. Input **RETURN Amount** and press **OK**
3. **Swipe, Manually Enter** Card or Insert Chip Card
4. **Input Password** (1234 Default) and press OK
5. **Press F2** to confirm return amount
When applicable select language preference
6. Receipts Print

SETTLE THE OPEN BATCH

1. From the **ENTER AMOUNT** screen press F3
2. Highlight **Core Settle Daily Batch** and press **OK**
3. Input password if prompted
4. Terminal communicates with the Host
5. Reports Print

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REPRINT RECEIPT COPY

1. From the **ENTER AMOUNT** screen press **F3**
2. Highlight **REPRINT CR/DB RCPT** and press **OK**
3. Input Password (1234 Default) and press **OK**
4. **Highlight** desired **option(s)** and press **OK**
5. Receipts Print

ON SCREEN HELP

For Immediate assistance with all the Terminal Functions, simply Press the Dot key on your terminal keypad 

The Help will appear on the Terminal Display to assist with explanations and/or next steps

Press the **RED X** Key to exit help

MY FAVORITES

ADDING FAVORITES

1. Highlight the menu item you wish to save to favorites. Press the  key (located on the bottom left side of the keypad to the left of the zero key)
2. Press the **F2** to select **YES**
3. Highlight the menu placement to assign favorite to
4. Press **OK**

MANAGING FAVORITES

1. From the **ENTER AMOUNT** screen press **OK**
2. Highlight **UTILITY** and press **OK**
3. Input **Password** (1234 Default) and press **OK**
4. Highlight **MANAGE FAVORITES** and press **OK**
5. Highlight the desired **option** to edit and press **OK**

ACCESSING FAVORITES

1. From the **ENTER AMOUNT** screen press **F3**
2. Highlight the desired **option** from the list of favorites and press **OK**

PRINT DAILY REPORT

1. From the **ENTER AMOUNT** screen press **F3**
2. Use the up/down arrows to highlight **CORE DAILY REPORT** and press **OK**
3. Input **Password** (1234 Default) and press **OK**
4. Report Prints

POWER ON / OFF

Power On:
Press and Hold **F1** until unit powers on.

Power Off:
1. From the **ENTER AMOUNT** screen press **OK**
2. Use the up arrow to highlight **Power Off** and press **OK**

PRINT SUMMARY REPORT

1. From the **ENTER AMOUNT** screen press **F3**
2. Highlight **CORE SUMMARY REPORT** and press **OK**
3. Input **Password** (1234 Default) and press **OK**
4. Report Prints

WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)

 GPRS Signal Strength Indicator
(The More Bars, The Better Your Signal GPRS)

 Battery Strength Indicator

SIM Indicates Issue with SIM Card (GPRS)