

RETAIL

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

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

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

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

CHIP CREDIT SALE

1. Input **Sale Amount** and press **OK**
2. Insert Chip Card
3. Press **OK** to confirm Sale Amount

SWIPED OR MANUAL CREDIT SALE

1. Input **Sale Amount** and press **OK**
2. **Swipe** or **Manually Enter** Card #
3. Press **OK** to confirm Sale Amount

DEBIT SALE

1. Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount"
2. Input **Sale Amount** and press **OK**
3. Insert Chip Card
4. When prompted tap "YES"
5. Input PIN # on PIN Pad and press **OK**
6. Press **OK** to confirm Sale Amount


VOID TRANSACTION

1. Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount"
2. input **VOID Amount** and press **OK**
3. If prompted input Manager Password (1234 default)
4. Insert Chip Card
5. When prompted tap "YES"
6. Receipts Print

RETURN TRANSACTION

1. Tap the word "Sale" then Tap the word RETURN for "Credit/ Return Enter Amount"
2. input **RETURN Amount** and press **OK**
3. If prompted input Manager Password (1234 default)
4. Insert Chip Card
5. When prompted tap "YES"
6. Receipts Print

SETTLE THE OPEN BATCH

1. From the idle prompt tap the **Favorites icons** on the display: 
2. Tap **CORE SETTLE DAILY BATCH**
3. If prompted input Manager Password (1234 default)
 - Terminal communicates with the Host
 - Settle Report Prints

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PRINTING LAST RECEIPT

1. From the **Idle prompt** tap the **Favorites icons** on the display: 
2. Tap **Reprint Cr/Dbt Rcpt**
3. Last transaction Receipt 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)

WI-FI ICON INDICATOR (WI-FI ENABLED UNITS ONLY)



Wi-Fi Not Connected




Wi-Fi Connected Successfully

PRINTING REPORTS


1. From the **Idle Prompt** screen press **OK**
2. Tap **REPORTS**
3. Tap **Desired Report** Type
4. Input **Password** (1234 Default) and press **OK**
· Report Prints

EDIT TIPS ON TERMINAL


For Z9

1. From the **Idle prompt** tap the **Favorites icons** on the display: 
2. Tap **Cr/Db Edit Tips**

To Power Cycle Z6 and Z11

1. From the **Idle Prompt** press the **Green Key**
2. Press and Hold the Power Key  on the Keypad, release once terminal begins to reboot.

CALL ME FEATURE (MUST BE ENABLED)

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.