

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

***Retail***

 **\*\* 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*

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| **Chip Credit Sale** | **Swiped or Manual Credit Sale** | **Debit Sale** |
| ❶ Input **Sale Amount** and press **OK**❷ Insert Chip Card❸  **Press OK** to confirm Sale Amount*
 | ❶ Input **Sale Amount** and press **OK**❷ **Swipe** OR **Manually Enter** Card #❸ **Press OK** to confirm Sale Amount | ❶ Tap the word “Credit” then Tap the word Debit for  “Debit / Sale Enter Amount”❷ input **Sale Amount** and press **OK**❸ Insert Chip Card❹ When prompted tap “YES”❺ Input PIN # on PIN Pad and press **OK**❻  **Press OK** to confirm Sale Amount *
 |
| **Void Transaction** | **Return Transaction** | **Settle The Open Batch** |
| ❶ Tap the word “Sale” then Tap the word Void for  “Credit/ Void Enter Amount”❷ input **VOID Amount** and press **OK**❷ If prompted input Manager Password (1234 default) ❸ Insert Chip Card❹ When prompted tap “YES”❺ Receipts Print | ❶ Tap the word “Sale” then Tap the word RETURN for  “Credit/ Return Enter Amount”❷ input **RETURN Amount** and press **OK**❷ If prompted input Manager Password (1234 default) ❸ Insert Chip Card❹ When prompted tap “YES”❺ Receipts Print | ❶ From the idle prompt tap the **Favorites icons** on the display**:** ❷ Tap **CORE** **SETTLE DAILY BATCH** ❸ If prompted input Manager Password (1234 default) * Terminal communicates with the Host
* Settle Report Prints
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## TERMINAL HELP DESK: - 877.358.6797 option 2 - support@dejavoosystems.com - [http://www.dejavoosystems.com/](http://www.dejavoocanada.com/)

## Macintosh HD:Users:Lori:Documents:Dejavoo Logo:dejavoo_s.jpg

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| **Printing Last Receipt** | **Wireless Icon Indicators (Mobile Units ONLY)** | **Wi-Fi Icon Indicator (For Wi-Fi Enabled Units)** |
| ❶ From the **Idle Prompt** tap the **Favorites icons** on the display**:** ❷ Tap **Reprint Cr/Dbt Rcpt** ❸ 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** | **Powering the Terminal On/Of** | **Call Me Feature (Must Be Enabled)** |
| ❶ From the **Idle Prompt** screen press **OK** ❷ Tap **REPORTS** ❸ Tap **Desired Report** Type ❸ **Input Password** (1234 Default) and press **OK** * Report Prints
 | For Z9:❶ From the **Idle Prompt** press the **Green Key**❷ Tap **Power Off****To Power Cycle Z6 and Z11** ❶ From the **Idle Prompt** press the **Green Key**❷ Press and Hold the Power Key on the Keypad, release once terminal begins to reboot. | ❶ From the **Idle Prompt** tap the **CALL ME icon** on the display**:** ❷ Select “**CALL ME**” and press **OK**❸ The terminal sends notification to the help desk and you will receive a call back from a representative with assistance. |