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

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

**For SPIn Secure Payment Integration**



**\*\* Note: Terminal Will Default at “POS ONLINE” Until Transaction is Initiated By POS System \*\***

*These steps have been provided as a guide for assistance.*

|  |  |  |
| --- | --- | --- |
| **Chip Card Sale** | **Swiped or Manual Card Sale** | **Debit Sale** |
| ❶ Terminal “wakes up” & changes from POS Online  ❷ Insert Chip Card  ❸  **Press OK** to confirm Sale Amount   * Terminal communicates with the Host * Sign on Screen if applicable * Receipts Print | ❶ Terminal “wakes up” & changes from POS Online  ❷  **Swipe** OR **Manually Enter** Card #  ❸  **Press OK** to confirm Sale Amount   * If AVS prompts, input AVS information * Terminal communicates with the Host * Sign on Screen if applicable * Receipts Print | ❶ Terminal “wakes up” & changes from POS Online  ❷ Insert Chip Card  ❸ When prompted tap “YES”  ❹ Input PIN # on PIN Pad and press **OK**  ❺  **Press OK** to confirm Sale Amount   * If AVS prompts, input AVS information * Terminal communicates with the Host * Sign on Screen if applicable * Receipts Print |
| **Void Transaction** | **Return Transaction** | **Settle The Open Batch** |
| ❶ Terminal “wakes up” & changes from POS Online  ❷ If prompted input Manager Password (1234 default)   * Receipts Print | ❶ Terminal “wakes up” & changes from POS Online  ❷ If prompted input Manager Password (1234 default)  ❸ Insert Chip Card  ❹  **Press OK** to confirm Return Amount   * When applicable input PIN and press OK * Terminal communicates with the Host * Sign on Screen if applicable * Receipts Print | ❶ From the POS ONLINE Screen 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](mailto: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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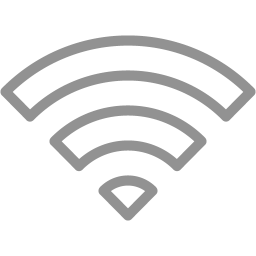
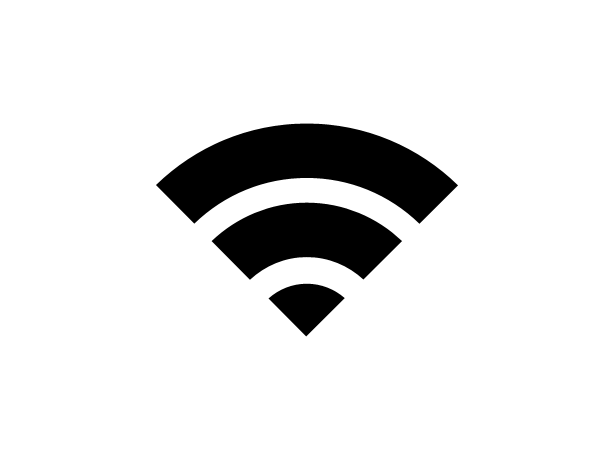
**For SPIn Secure Payment Integration**

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**\*\* Note: Terminal Will Default at “POS ONLINE” Until Transaction is Initiated By POS System \*\***

*These steps have been provided as a guide for assistance.*

|  |  |  |
| --- | --- | --- |
| **SPIn Bypass** | **Wireless Icon Indicators (Mobile Units ONLY)** | **Wi-Fi Icon Indicator (For Wi-Fi Enabled Units)** |
| **\*\* Use these steps to process a stand alone transaction initiated from the payment device INSTEAD of the POS system. (Ie: POS is down)**  ❶ From the POS ONLINE Screen tap the **Favorites icons** on the display**:**  ❷ Tap **Turn SPIn Bypass On**  ❸ Terminal Displays “Credit l Sale, Enter Amount”  ❹ You are now ready to process a stand along transaction at the terminal. | 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** | **Reprint Receipt Option** | **Call Me Feature (Must Be Enabled)** |
| ❶ From the **POS ONLINE** screen press **OK**  ❷ Tap **REPORTS**  ❸ Tap **Desired Report** Type  ❸ **Input Password** (1234 Default) and press **OK**   * ❹ Report Prints | ❶ From the POS ONLINE Screen tap the **Favorites icons** on the display**:**  ❷ Tap **REPRINT CR/DB RCPT**  ❸ **Input Password** (1234 Default) and press **OK**  ❹ **Tap** desired **option(s)** and press **OK**   * ❺ Receipt Prints | ❶ From the POS ONLINE Screen 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. |

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