

**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.*

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| **Chip Card Sale** | **Swiped or Manual Card Sale** | **Debit Sale** |
| ❶ Terminal “wakes up” & changes from POS Online❷ Insert Chip Card❸  **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 Online❷  **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 Online❷ Insert Chip Card❸ 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 Online❷ If prompted input Manager Password (1234 default) * Receipts Print
 | ❶ Terminal “wakes up” & changes from POS Online❷ If prompted input Manager Password (1234 default)❸ Insert Chip Card❹  **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 - [http://www.dejavoosystems.com/](http://www.dejavoocanada.com/)

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

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## Macintosh HD:Users:Lori:Desktop:Desktop Back Up Oct_2016:Photos:spin_logo copy.jpg

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|  |  |  |
| --- | --- | --- |
| **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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