


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











CHIP CREDIT SALE	SWIPED OR MANUAL CREDIT SALE	DEBIT SALE
<ol style="list-style-type: none"> ➊ Tap CREDIT icon ➋ Tap SALE icon ➌ Input amount of the sale and press OK ➍ Input TIP AMOUNT if prompted and press OK ➎ Insert Chip Card and confirm the amount <ul style="list-style-type: none"> - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print 	<ol style="list-style-type: none"> ➊ Tap CREDIT icon ➋ Tap SALE icon ➌ Input amount of the sale and press OK ➍ Input TIP AMOUNT if prompted and press OK ➎ Swipe or key in Card and confirm the amount <ul style="list-style-type: none"> - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print 	<ol style="list-style-type: none"> ➊ Tap the Credit icon then Tap the Debit icon ➋ input Sale Amount and press OK ➌ Input TIP AMOUNT if prompted and press OK ➍ When prompted tap "YES" ➎ Insert/Swipe card ➏ Input PIN # on PIN Pad and press OK <ul style="list-style-type: none"> - Terminal communicates with the Host - Sign on Screen if applicable - Receipts Print
VOID TRANSACTION	RETURN TRANSACTION	SETTLE THE OPEN BATCH
<ol style="list-style-type: none"> ➊ Tap the SALE then Tap the Void icon ➋ input VOID Amount and press OK ➌ If prompted input Manager Password (1234 default) ➍ Insert Chip Card ➎ When prompted tap "YES" ➏ Receipts Print 	<ol style="list-style-type: none"> ➊ Tap the Sale icon then Tap the RETURN icon ➋ input the RETURN Amount and press OK ➌ If prompted input Manager Password (1234 default) ➍ Insert/Swipe Chip Card ➎ When prompted tap "YES" ➏ Receipts Print - 	<ol style="list-style-type: none"> ➊ From the idle prompt tap the Favorites icons on the display: <div style="text-align: center; margin: 5px 0;">  </div> ➋ Tap SETTLEMENT ➌ If prompted input Manager Password (1234 default) ➍ Terminal will prompt if there are untipped transactions, press OK to proceed <ul style="list-style-type: none"> - Terminal communicates with the Host - Settle Report Prints

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



Restaurant

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REPRINTING RECEIPT	WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)	WI-FI ICON INDICATOR (FOR WI-FI ENABLED UNITS)
<ol style="list-style-type: none"> ❶ From the Idle Prompt tap the Favorites icons on the display: ❷ Tap Reprint Receipt (manager password 1234) ❸ Select either Last, By Transaction or by Card number ❹ Select Merchant or Customer ❺ 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 <ol style="list-style-type: none"> ❶ From the Idle Prompt tap the Favorites icons on the display:  ❷ Tap Edit All Trans # ❸ Key the transaction # you want to tip ❹ Add tip amount to desired transaction
PRINTING REPORTS	POWERING THE TERMINAL ON/OFF	CALL ME FEATURE (MUST BE ENABLED)
<ol style="list-style-type: none"> ❶ From the Idle Prompt screen Tap the  icon ❷ Tap REPORTS ❸ Tap Desired Report Type ❹ Input Password (1234 Default) and press OK - Report Prints 	<p>For Z9:</p> <ol style="list-style-type: none"> ❶ From the Idle Prompt Tap the  ❷ Tap Power Off <p>To Power Cycle Z6 and Z11</p> <ol style="list-style-type: none"> ❶ From the Idle Prompt Tap the  ❷ Press and Hold the Power Key  on the Keypad, release once terminal begins to reboot. 	<ol style="list-style-type: none"> 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.