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

**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 Card  ❸  **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 Card  ❹ 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 Card  ❹ 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 Card  ❹ 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](mailto:support@dejavoosystems.com) - [http://www.dejavoosystems.com/](http://www.dejavoocanada.com/)

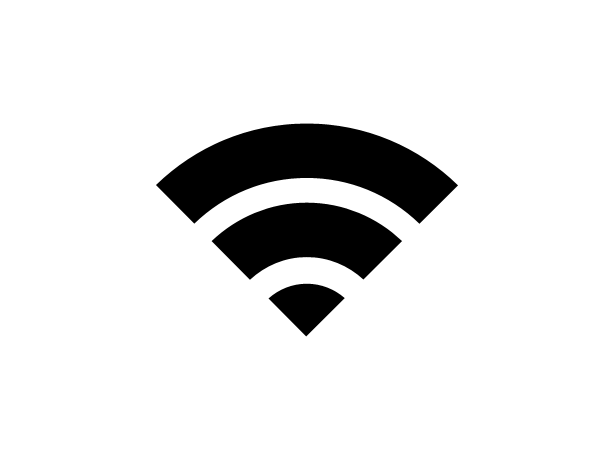
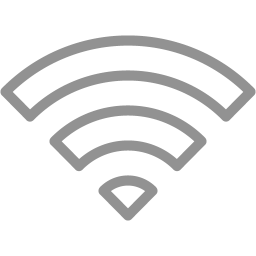
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| --- | --- | --- |
| **Printing Last Receipt** | **Wireless Icon Indicators (Mobile Units ONLY)** | **Wi-Fi Icon Indicator (For Wi-Fi Enabled Units)** |
| ❶ From the **Idle Prompt** tap the **Favorites icons** on the display**:**  ❷ Tap **Reprint 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. |