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

CHIP CREDIT SALE	SWIPED OR MANUAL CREDIT SALE	DEBIT SALE
❶ Input **Sale Amount** and press **OK**	❶ Input **Sale Amount** and press **OK**	❶ Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount"
❷ Insert Chip Card	❷ **Swipe** OR **Manually Enter** Card #	❷ input **Sale Amount** and press **OK**
❸ **Press OK** to confirm Sale Amount	❸ **Press OK** to confirm Sale Amount	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
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VOID TRANSACTION	RETURN TRANSACTION	SETTLE THE OPEN BATCH
❶ Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount"	❶ Tap the word "Sale" then Tap the word RETURN for "Credit/ Return Enter Amount"	❶ From the idle prompt tap the **Favorites icons** on the display: ⭐
❷ input **VOID Amount** and press **OK**	❷ input **RETURN Amount** and press **OK**	❷ Tap **CORE SETTLE DAILY BATCH**
❷ If prompted input Manager Password (1234 default)	❷ If prompted input Manager Password (1234 default)	❸ If prompted input Manager Password (1234 default)
❸ Insert Chip Card	❸ Insert Chip Card	- Terminal communicates with the Host
❹ When prompted tap "YES"	❹ When prompted tap "YES"	- Settle Report Prints
❺ Receipts Print	❺ Receipts Print	
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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 ❹ **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.