


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



**** 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
<ol style="list-style-type: none"> ❶ Input Sale Amount and press OK ❷ Insert Chip Card ❸ Press OK to confirm Sale Amount - 	<ol style="list-style-type: none"> ❶ Input Sale Amount and press OK ❷ Swipe OR Manually Enter Card # ❸ Press OK to confirm Sale Amount - 	<ol style="list-style-type: none"> 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
<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 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 - 	<ol style="list-style-type: none"> 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) <ul style="list-style-type: none"> - Terminal communicates with the Host - Settle Report Prints

FOR HELP QUESTIONS RELATED WITH YOUR DEJAVOO TERMINAL PLEASE CONTACT: 1-8777.358.6797 option 2 support@pspcardservices.com








FOR ALL OTHER INQUIRIES PLEASE CONTACT PSP CARD SERVICES: 1-844-780-9293 <http://www.pspcardservices.com/>

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PRINTING LAST 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 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/OFF	CALL ME FEATURE (MUST BE ENABLED)
<ol style="list-style-type: none"> ❶ From the Idle Prompt screen press OK ❷ Tap REPORTS ❸ Tap Desired Report Type ❹ Input Password (1234 Default) and press OK <ul style="list-style-type: none"> - Report Prints 	<p>For Z9:</p> <ol style="list-style-type: none"> ❶ From the Idle Prompt press the Green Key ❷ Tap Power Off <p>To Power Cycle Z6 and Z11</p> <ol style="list-style-type: none"> 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. 	<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.

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