




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
<ol style="list-style-type: none"> ➊ Input Sale Amount and press OK ➋ Insert Chip Card ➌ Press OK to confirm Sale Amount - 	<ol style="list-style-type: none"> ➊ Input Sale Amount and press OK ➋ Swipe OR Manually Enter Card # ➌ Press OK to confirm Sale Amount - 	<ol style="list-style-type: none"> ➊ Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount" ➋ input Sale Amount and press OK ➌ Insert Chip Card ➍ When prompted tap "YES" ➎ Input PIN # on PIN Pad and press OK ➏ Press OK to confirm Sale Amount -
VOID TRANSACTION	RETURN TRANSACTION	SETTLE THE OPEN BATCH
<ol style="list-style-type: none"> ➊ Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount" 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 word "Sale" then Tap the word RETURN for "Credit/ Return Enter Amount" ➋ input RETURN 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 From the idle prompt tap the Favorites icons on the display:  ➋ Tap CORE SETTLE DAILY BATCH ➌ If prompted input Manager Password (1234 default) <ul style="list-style-type: none"> - Terminal communicates with the Host - Settle Report Prints

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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"> ➊ From the Idle Prompt tap the Favorites icons on the display: ➋ Tap Reprint Cr/Dbt Rcpt ➌ 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"> ➊ From the Idle Prompt screen press OK ➋ Tap REPORTS ➌ Tap Desired Report Type ➍ Input Password (1234 Default) and press OK - Report Prints 	For Z9: <ol style="list-style-type: none"> ➊ From the Idle Prompt press the Green Key ➋ Tap Power Off To Power Cycle Z6 and Z11 <ol style="list-style-type: none"> ➊ From the Idle Prompt press the Green Key ➋ Press and Hold the Power Key on the Keypad, release once terminal begins to reboot. 	<ol style="list-style-type: none"> ➊ From the Idle Prompt tap the CALL ME icon on the display: ➋ Select "CALL ME" and press OK ➌ The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.