



Dejavoo Z9-Z11 Training Guide

INCLUDED IN YOUR BOX



- Credit Card Terminal
- Power Supply - 2 pieces
- IP Cabling - Phone Line | Ethernet Cable
- Training Guide
- Two Rolls of Paper
- Manufacturer User Guide

TERMINAL SET-UP

Your terminal will arrive programmed and all you need to do is plug it in. You will either have your terminal set-up: **Internet Connection** or **Dial Up**. Internet is the preferred method of communication.

HOT KEYS

F-Keys (F1-F4)



Red Key: Go Back or Cancel

Yellow Key: Back Space

Green Key: Enter

Terminal On/Off



After Hours Support:

- If your Merchant ID Number Begins with: 3899 - 888.830.0555
- If your Merchant ID Number Begins with: 7620 or 9317 - 877.243.6542
- If your Merchant ID Number Begins with: 5363 or 5544 - 800.228.0210

FOR ADDITIONAL INFORMATION AND VIDEOS, PLEASE VISIT:

www.signapay.com/equipment/dejavoo-z9

www.signapay.com/equipment/dejavoo-z11

DEJA Z9Z11/03.30.17

MERCHANT CUSTOMER SERVICE

Monday - Friday 8:00am - 5:00pm CST

1.800.944.1399 | SignalPay.com

TRAINING GUIDE

CHIP CREDIT SALE

- Input Sale Amount and press OK
- Insert Chip Card
- Press OK to confirm Sale Amount

SWIPED OR MANUAL CREDIT SALE

- Input Sale Amount and press OK
- Swipe OR Manually Enter Card #
- Press OK to confirm Sale Amount

DEBIT SALE*

- Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount"
- Input Sale Amount and press OK
- Insert Chip Card
- When prompted tap "YES"
- Input PIN # on PIN Pad and press OK
- Press OK to confirm Sale Amount

**Terminal must have pin pad or internal encryption*

VOID TRANSACTION - CARD PRESENT

- Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount"
- Input VOID Amount and press OK
- If prompted input Manager Password (1234 default)
- Insert Chip Card
- When prompted tap "YES"
- Receipts Print

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


VOID TRANSACTION - CARD NOT PRESENT

- Press the F3
- Choose VOID
- Press OK Key
- Enter Manager Password - 1234 press OK Button
- Retrieve by Transaction # from original receipt
- Enter transaction #
- Select by pressing F3, then OK Key
- Enter Manager Password - 1234


RETURN TRANSACTION

- Press yellow key, choose return
- Input RETURN Amount and press OK
- If prompted input Manager Password (1234 default)
- Insert Chip Card, Tap, Swipe, Enter
- When prompted tap "YES"
- Receipts Print


SETTLE THE OPEN BATCH

- From the idle prompt tap the Favorites icons on the display: 
- Tap CORE SETTLE DAILY BATCH
- If prompted input Manager Password (1234 default)
 - Terminal communicates with the Host
 - Settle Report Prints



PRINTING LAST RECEIPT

- From the idle prompt tap the Favorites icons on the display: 
- Tap Reprint Cr/Dbt Rcpt
- Last transaction Receipt Prints

EDIT TIP



- From the idle prompt tap the Favorites icons on the display: 
- Highlight Edit Tips & press OK
- Input Password (1234 Default) & press OK
- Edit Tip by: All, Untipped
- Adjust Tip By: Trans # or Last 4 Digits & press OK
- Enter Tip Amount & press OK
- Confirm

WIRELESS ICON INDICATORS*

- GPRS Signal Strength Indicator
(The More Bars, The Better Your Signal GPRS)

- Battery Strength Indicator

- Indicates Issue with SIM Card (GPRS)
SIM

** MOBILE UNITS ONLY*

WI-FI ICON INDICATOR *

- Wi-Fi Not Connected

- Wi-Fi Connected Successfully


** FOR WI-FI ENABLED UNITS*

PRINTING REPORTS

- From the Idle Prompt screen press OK
- Tap REPORTS
- Tap Desired Report Type
- Input Password (1234 Default) and press OK
 - Report Prints


** FOR WI-FI ENABLED UNITS*

POWERING THE TERMINAL ON/OFF


For Z9:

- From the Idle Prompt press the Green Key
- Tap Power Off - Tap & Hold

To Power Cycle Z11:

- From the Idle Prompt press the Green Key
- Press and Hold the Power Key  on the Keypad, release once terminal begins to reboot.

CALL ME FEATURE (MUST BE ENABLED)

- From the Idle Prompt tap the CALL ME icon on the display:

- Select "CALL ME" and press OK
- The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.