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Dejavoo Z8

Dejavoo Z8 EMV CTLS Credit Card Terminal User Manual

Model: Z8

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Dejavoo Z8 EMV CTLS Credit Card Terminal. The Dejavoo Z8 is a robust point-of-sale device designed for secure and efficient transaction processing, featuring EMV and NFC contactless capabilities. It includes Carlton 500 Encryption for enhanced security.

Please read this manual thoroughly before operating the device to ensure proper usage and to maximize its lifespan.

SAFETY INFORMATION

- Use only the power supply included with the terminal. Using an incorrect power supply may damage the device and void the warranty.
- Do not expose the terminal to excessive moisture, dust, or extreme temperatures.
- Avoid dropping or subjecting the terminal to severe impact.
- Do not attempt to disassemble or repair the terminal yourself. Refer all servicing to qualified personnel.
- Ensure the terminal is placed on a stable, flat surface during operation.
- Keep the terminal away from strong magnetic fields.

SETUP

Unpacking and Inspection

Carefully remove all components from the packaging. Verify that the following items are present:

- Dejavoo Z8 Terminal
- Power Supply

If any items are missing or damaged, contact your supplier immediately.

Connecting the Power Supply

1. Locate the power port on the back of the Dejavoo Z8 terminal.
2. Insert the power supply connector firmly into the power port.

3. Plug the power adapter into a standard electrical outlet.
4. The terminal will power on automatically or can be powered on using the power button (if applicable).

Network Connection (Tri-Comm Models)

The Dejavoo Z8 supports Dial, IP, and WiFi connectivity. For WiFi models, the terminal can easily find available networks.

1. From the main menu, navigate to "Settings" (as shown on the display).
2. Select "Network Settings" or "WiFi Setup".
3. The terminal will scan for available WiFi networks. Select your desired network from the list.
4. Enter the network password if prompted.
5. Confirm the connection. The terminal should indicate a successful network connection.

For Dial-up or IP (Ethernet) connections, ensure the appropriate cables are securely connected to the terminal's respective ports and your network infrastructure.



Figure 1: Dejavoo Z8 Terminal showing the main display and keypad. The screen indicates options for 'Setting' and 'Transaction'.

OPERATING INSTRUCTIONS

Basic Navigation

The terminal features a 2.4" Color LCD with backlight for clear visibility. Navigation is primarily done using the numeric keypad and the function keys (F1-F4) located below the screen, along with the directional arrows and colored action buttons (red 'X' for cancel, yellow 'back', green 'OK').

Processing a Transaction

1. From the main menu, select "Transaction" (option 2 as shown in Figure 1).
2. Enter the transaction amount using the numeric keypad and press the **OK** button.
3. The terminal will prompt the customer to present their card.
4. **For EMV Chip Cards:** Insert the card into the slot at the bottom of the terminal with the chip facing up. Leave the card inserted until the transaction is complete.
5. **For NFC Contactless Payments (e.g., Apple Pay, Samsung Pay, Google Wallet, Visa payWave, MasterCard PayPass):** Tap the card or mobile device near the contactless symbol on the terminal's display.
6. **For Magnetic Stripe Cards:** Swipe the card through the magnetic stripe reader slot (typically on the side or top).
7. Follow any on-screen prompts, such as PIN entry or signature capture.
8. Once approved, the terminal will display "Approved" and print a receipt.

The terminal is PCI PTS certified, ensuring secure handling of cardholder data.

Printing Receipts

The Dejavoo Z8 has an integrated thermal printer. Receipts will automatically print upon transaction completion. Ensure the paper roll is correctly loaded and sufficient for printing.

The terminal can be configured to display your business logo on the screen and print it on transaction receipts.

MAINTENANCE

Cleaning the Terminal

- Turn off the terminal and disconnect it from the power source before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner.
- Do not spray cleaners directly onto the terminal.
- Avoid using harsh chemicals, solvents, or abrasive materials.
- Gently wipe the screen and keypad.

Replacing the Paper Roll

1. Open the printer cover, usually located at the top of the terminal.
2. Remove the old paper roll core, if any.
3. Insert a new thermal paper roll, ensuring the paper feeds from the bottom and the leading edge is straight.
4. Pull a small amount of paper out past the cutting edge.
5. Close the printer cover firmly until it clicks into place.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Terminal does not power on.	Power supply not connected or faulty outlet.	Ensure power supply is securely connected to the terminal and a working electrical outlet. Try a different outlet.
Cannot connect to network (WiFi/IP).	Incorrect network settings or weak signal.	Verify network settings. For WiFi, ensure you are within range and entered the correct password. For IP, check Ethernet cable connection. Restart terminal and router.
Receipts are not printing.	Paper roll empty or incorrectly loaded.	Replace paper roll and ensure it is loaded correctly (thermal side facing the print head). Check for paper jams.
Card read error.	Card inserted/swiped incorrectly or damaged card.	Ensure card is inserted chip-first or swiped smoothly with magnetic stripe facing the reader. Try another card. Clean card reader slot if necessary.

If the problem persists after attempting these solutions, please contact customer support.

SPECIFICATIONS

Model: Dejavoo Z8

Processor: 32bits 400MHz high speed microprocessor

Memory: 192 MB (128 MB RAM / 64 MB DDR RAM)

Display: 2.4" Color LCD with backlight

Card Readers: EMV Chip Card Reader, NFC Contactless Reader, Magnetic Stripe Reader

Certifications: EMV 4.x L1 and L2 certified, PCI PTS certified

Connectivity: Dual Comm (Dial, IP) standard, WiFi option for Tri-Comm capability

Supported Payment Types: Apple Pay, Samsung Pay, Google Wallet, Visa payWave, MasterCard PayPass

Encryption: Carlton 500 Encryption included

Power Source: Corded Electric (via included power supply)

WARRANTY AND SUPPORT

Warranty Information

For specific warranty terms and conditions, please refer to the warranty card included with your product or contact your point of purchase. Typically, Dejavoo products come with a manufacturer's warranty covering defects in materials and workmanship under normal use.

Customer Support

If you encounter issues not covered in the troubleshooting section or require further assistance, please contact your product vendor or Dejavoo customer support. Have your terminal's model number (Z8) and serial number ready when contacting support. For more information, you may visit the [Dejavoo Store on Amazon](#).



