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- › **Discount Credit Card Supply** /
- › Dejavoo Z9 4G EMV CTLS Portable Credit Card Terminal User Manual

Discount Credit Card Supply Vega 3000

Dejavoo Z9 4G EMV CTLS Portable Credit Card Terminal User Manual

Model: Vega 3000

1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your Dejavoo Z9 4G EMV CTLS Portable Credit Card Terminal, Model Vega 3000. This device is designed for secure and efficient payment processing, supporting EMV chip cards, NFC contactless payments, and various network connectivity options including 4G and Wi-Fi.

2. PACKAGE CONTENTS

Please verify that all items are present in the package:

- Dejavoo Z9 Terminal (Vega 3000)
- Power Supply/Charger

3. PRODUCT OVERVIEW

The Dejavoo Z9 terminal is a compact, portable device featuring a color touchscreen and a physical keypad for user interaction.



Figure 3.1: Dejavoo Z9 4G EMV CTLS Portable Credit Card Terminal. This image displays the black portable credit card terminal from an angled perspective, showing its color touchscreen interface with various payment options (Credit, Debit, EBT Food, EBT Cash, Cash, Gift) and a numeric keypad with function keys (red 'X' for cancel, yellow arrow for backspace, green 'OK' for confirm).

Key components include:

- **3.5-inch Color LCD with Touchscreen:** For displaying transaction details and capturing signatures.
- **Numeric Keypad:** For entering PINs and other numerical data.
- **Function Keys:** Including Cancel (red X), Backspace (yellow arrow), and OK (green).
- **Card Readers:** Integrated EMV chip reader and NFC contactless reader.
- **Power Port:** For connecting the power supply.

4. SETUP

1. **Charge the Terminal:** Connect the provided power supply to the terminal's power port and plug it into a standard electrical

outlet. Allow the terminal to charge fully before initial use.

2. **Power On:** Press and hold the power button (usually located on the side or top) until the screen illuminates.
3. **Network Connection:**
 - **Wi-Fi Setup:** From the main menu, navigate to 'Settings' or 'Network Settings'. Select 'Wi-Fi' and choose your desired network from the list. Enter the Wi-Fi password if prompted. The terminal is designed for self-discovery of Wi-Fi networks.
 - **4G/3G Setup (if applicable):** If your model uses a SIM card for 4G/3G connectivity, ensure a valid SIM card with an active data plan is inserted. The terminal will automatically attempt to connect to available cellular networks.
4. **Initial Configuration:** Follow any on-screen prompts for initial setup, such as date, time, and merchant details.

5. OPERATING INSTRUCTIONS

5.1. Processing a Transaction

1. **Start Transaction:** From the main menu, select the desired transaction type (e.g., 'Credit', 'Debit', 'EBT Food', 'EBT Cash', 'Cash', 'Gift').
2. **Enter Amount:** Input the transaction amount using the numeric keypad and press the green 'OK' button.
3. **Customer Payment:**
 - **EMV Chip Card:** Instruct the customer to insert their chip card into the EMV slot at the bottom of the terminal. Leave the card inserted until prompted to remove it.
 - **NFC Contactless Payment:** Instruct the customer to tap their contactless card or mobile device (e.g., Apple Pay, Samsung Pay, Visa payWave, MasterCard PayPass) near the contactless reader area (usually indicated by a symbol on the screen or terminal body).
 - **Magnetic Stripe Card:** If EMV or NFC is not available, swipe the card through the magnetic stripe reader (if present and enabled).
4. **PIN Entry/Signature:** The terminal will prompt the customer for a PIN entry on the keypad or a signature capture on the touchscreen, depending on the card and transaction type.
5. **Transaction Completion:** Once approved, the terminal will display a confirmation message. You may be prompted to print a receipt.

5.2. Basic Navigation

- **Touchscreen:** Use your finger to tap on icons and navigate menus.
- **Keypad:** Use numeric keys for data entry.
- **Red 'X' (Cancel):** Cancels the current operation or returns to the previous screen.
- **Yellow Arrow (Backspace):** Deletes the last entered character.
- **Green 'OK':** Confirms an entry or selection.

6. MAINTENANCE

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the terminal's exterior. For the screen, a slightly damp cloth with a mild, non-abrasive cleaner can be used, ensuring no liquid enters openings. Do not use harsh chemicals or abrasive materials.
- **Storage:** Store the terminal in a cool, dry place away from direct sunlight and extreme temperatures.
- **Battery Care:** For optimal battery life, avoid fully discharging the terminal frequently. Charge the device regularly.

7. TROUBLESHOOTING

Issue	Possible Cause	Solution
Terminal does not power on.	Low or no battery charge; power supply not connected.	Connect the power supply and allow the terminal to charge. Ensure the power button is pressed firmly.
Cannot connect to Wi-Fi.	Incorrect password; out of range; network issue.	Verify Wi-Fi password. Move closer to the Wi-Fi router. Restart the terminal and router.
Transaction declined.	Insufficient funds; incorrect PIN; card error; network error.	Advise customer to contact their bank. Re-attempt transaction. Check network connectivity.
Touchscreen unresponsive.	Temporary software glitch.	Restart the terminal. If the issue persists, contact support.

8. SPECIFICATIONS

- **Model:** Vega 3000
- **Manufacturer:** Dejavoo
- **Display:** 3.5-inch Color LCD with touchscreen for signature on display
- **Memory:** 192 MB (128 MB RAM / 64 MB DDR RAM)
- **Processor:** 32-bit 400MHz high-speed microprocessor
- **Connectivity:** 4G/3G, Wi-Fi, IP
- **Certifications:** PCI PTS v5.x Certified, EMV 4.x L1 and L2 certified
- **Payment Support:** EMV, NFC Contactless (Apple Pay, Samsung Pay, Visa payWave, MasterCard PayPass)
- **UPC:** 753951523899
- **ASIN:** B0C1HTT3HT

9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or contact the seller, Discount Credit Card Supply, directly. Keep your purchase receipt and product serial number readily available when seeking support.

You can visit the Discount Credit Card Supply Store on Amazon for more information.

