



DejaVoo Z11 Touch Screen and WiFi Credit Card Terminal User Guide

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DejaVoo Z11 Touch Screen and WiFi Credit Card Terminal



Quick Reference Guide EMV RETAIL

These steps have been provided as a guide for assistance with your Dejavoo touch screen payment device with AURA software.

IMPORTANT: The terminal's idle prompt displays a selection of payment type icons. The  icon will take you to your FAVORITES menu, the  icon will take you to the terminal's SERVICES menu and when configured, use the  icon for a CALL ME request.

CHIP CREDIT SALE

1. Tap on the CREDIT icon on your terminal home screen.
2. Tap on the SALE icon.
3. Input the SALE AMOUNT and press OK.
4. Tap (contactless only) or insert chip card.
5. If prompted, confirm the sale amount by tapping YES or NO. Conditional on the terminal's configuration.
6. The transaction is processed. Sales receipts will print with details of the transaction.

DEBIT SALE

1. Tap on the DEBIT icon on your terminal home screen.
2. Tap on the SALE icon.
3. Input the SALE AMOUNT and press OK.
4. Tap (contactless only), swipe or insert chip card.
5. If prompted, confirm the sale amount by tapping YES or NO. Conditional on the terminal's configuration.
6. Cardholder inputs PIN on terminal PIN Pad or external PIN Pad and presses OK.
7. The transaction is processed. Sales receipts will print with details of the transaction.

CREDIT CARD RETURN

1. Tap on the CREDIT icon on your terminal home screen.
2. Tap on the RETURN icon.
3. Input the RETURN AMOUNT and press OK.
4. Tap (contactless only), swipe, insert chip card or manually enter card #.
5. If prompted, confirm the sale amount by tapping YES or NO. Conditional on the terminal's configuration.
6. The transaction is processed. Sales receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE


1. Tap on the CREDIT icon on your terminal home screen.
2. Tap on the SALE icon.
3. Input the SALE AMOUNT and press OK.
4. Manually input card #.
5. Follow the CNP prompts (input exp. date, ZIP code etc). Conditional on the terminal's configuration.

6. The transaction is processed. Sales receipts will print with details of the transaction.


VOID CREDIT TRANSACTION (CARD PRESENT)

1. Tap on the CREDIT icon on your terminal home screen.
2. Tap on the VOID icon.
3. Input the VOID AMOUNT and press OK.
4. If prompted, confirm the void amount by tapping OK or CANCEL. Conditional on the terminal's configuration.
5. If prompted, input Manager Password (1234 default).
6. Tap (contactless only) or insert chip card.
7. The transaction is processed. Void receipts will print with details of the transaction.


VOID BY TRANSACTION # (CARD NOT PRESENT)

1. From the idle prompt, tap the  icon to access the FAVORITES menu.
2. Tap VOID TRANSACTION.
3. If prompted, input Manager Password (1234 default).
4. Tap BY TRANSACTION #.
5. Input TRANSACTION # to be voided and press OK.
6. Confirm the void transaction by tapping SELECT.
7. If prompted, confirm the void amount by tapping OK or CANCEL. Conditional on the terminal's configuration.
8. If prompted, input Manager Password (1234 default).
9. The void is processed. Void receipts will print with details of the transaction.


REPRINT RECEIPT


1. From the idle prompt, tap the  icon to access the FAVORITES menu.
2. Tap REPRINT RECEIPT.
3. If prompted, input Manager Password (1234 default).
4. Tap desired option (LAST, BY TRANSACTION # or BY CARD NUMBER).
5. Follow prompts and transaction receipt prints.

CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the  icon.
2. If prompted, input Manager Password (1234 default).
3. Tap CALL ME.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

TURN CLERK PROMPT ON/OFF

1. From the idle prompt, tap the  icon to access the SERVICES menu.


2. Tap CORE.
3. Tap APPLICATIONS.
4. Tap DVCREDITAPP.
5. Tap SETUP.
6. If prompted, input Manager Password (1234 default).
7. Tap TRANS PROMPTS.
8. Tap CLERKS.
9. Tap PROMPT.
10. Tap to select desired option and press OK.
11. To return to the home screen press the  key 2 times.

WI-FI ICON INDICATOR (FOR WI-FI ENABLED UNITS)




- Wi-Fi icon will blink when not connected. It will remain static when connected successfully.

SETTLE DAILY BATCH


1. From the idle prompt, tap the icon to access the  FAVORITES menu.
2. Tap SETTLE DAILY BATCH.
3. If prompted, input Manager Password (1234 default).
4. Terminal communicates with the host.
5. Settlement Report prints.

PRINTING REPORTS


1. From the idle prompt, tap the icon to access the  FAVORITES menu.
2. Tap desired report type (DAILY REPORT or SUMMARY REPORT).
3. If prompted, input Manager Password (1234 default).
4. REPORT prints.

TERMINAL POWER OPTIONS

Powering on (Z9 only)

1. Press  key to turn on terminal.




Powering off (Z9 only)

1. Tap the  icon to access the FAVORITES menu.
2. Tap on POWER OFF to turn off terminal.

To power cycle all terminals

1. Press and hold the  key on the keyboard and release once terminal starts to reboot.

WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)

-  • GPRS signal strength indicator (the more bars, the better your signal GPRS).
-  • Battery strength indicator.
-  • Indicates issue with SIM card (GPRS).


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Documents / Resources

	<p>DejaVoo Z11 Touch Screen and WiFi Credit Card Terminal [pdf] User Guide</p> <p>Z11 Touch Screen and WiFi Credit Card Terminal, Z11, Touch Screen and WiFi Credit Card Terminal, Screen and WiFi Credit Card Terminal, WiFi Credit Card Terminal, Credit Card Terminal, Card Terminal, Terminal</p>
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