



DejaVoo Z8 Countertop Terminals User Guide

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

IMPORTANT: The terminal's idle prompt displays CREDIT and SALE options and a prompt to access the SERVICES menu (F1). To change payment type, use the \$ arrow key to select the payment type you prefer. To change transaction type, press the  key until the transaction type you prefer appears.

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CHIP CREDIT SALE

1. From your terminal home screen, input SERVER # and press OK. Conditional on the terminal's configuration.
2. Input the SALE AMOUNT and press OK.
3. Tap (contactless only) or insert chip card.
4. If prompted, confirm the SALE AMOUNT by pressing F2 (YES) or F4 (NO). Conditional on the terminal's configuration.
5. The transaction is processed. Sales receipts will print with details of the transaction.

DEBIT SALE

1. Use the \$ arrow key to highlight DEBIT on your terminal home screen and press OK.
2. Input SERVER # and press OK. Conditional on the terminal's configuration.
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 pressing F2 (YES) or F4 (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. From your terminal home screen, press the key until RETURN appears.
2. Input the RETURN AMOUNT and press OK.
3. Confirm the return amount by pressing F2 (YES) or F4 (CANCEL).
4. If prompted input Manager Password (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. The transaction is processed. Return receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE

1. From your terminal home screen, input SERVER # and press OK. Conditional on the terminal's configuration.
2. Input the SALE AMOUNT and press OK.
3. Manually input card #.
4. Follow the CNP prompts (input exp. date, ZIP code etc). Conditional on the terminal's configuration.
5. The transaction is processed. Sales receipts will print with details of the transaction.

VOID CREDIT TRANSACTION (CARD PRESENT)

1. From your terminal home screen, press the key until VOID appears.
2. Input VOID AMOUNT and press OK.
3. Confirm void amount by pressing F2 (YES) or F4 (CANCEL).
4. If prompted, input Manager Password (1234 default).
5. Tap (contactless only), insert, swipe or manually enter card #.
6. Confirm void amount by pressing F2 (YES) or F4 (NO).
7. The transaction is processed. Void receipts will print with details of the transaction.

VOID CREDIT TRANSACTION (CARD NOT PRESENT)

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the #\$ arrow keys to highlight FAVORITES and press OK.
3. Use the #\$ arrow keys to highlight VOID CR/DB TRANS and press OK.
4. If prompted, input Manager Password (1234 default).
5. Use the #\$ arrow keys to select BY TRANSACTION # and press OK.
6. Input TRANSACTION # to be voided and press OK.
7. If prompted, confirm the VOID AMOUNT by pressing F2 (YES) or F4 (NO). 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, press F1 to access the SERVICES menu.
2. Use the #\$ arrow keys to highlight FAVORITES and press OK.
3. Use the #\$ arrow keys to highlight REPRINT CR/DB RECEIPT and press OK.
4. If prompted, input Manager Password (1234 default).
5. Use the #\$ arrow keys to highlight desired option (LAST, BY TRANSACTION # or BY CARD NUMBER) and press OK.
6. Transaction receipt prints.

PRINTING REPORTS

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the # \$ arrow keys to highlight REPORTS and press OK.
3. Use the # \$ arrow keys to highlight desired report type (DAILY REPORT or SUMMARY REPORT) and press OK.
4. If prompted, input Manager Password (1234 default).
5. REPORT prints.

EDIT TIPS BY TRANSACTION #

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the # \$ arrow keys to highlight FAVORITES and press OK.
3. Use the # \$ arrow keys to highlight EDIT ALL TRANS # and press OK.
4. Input TRANSACTION # and press OK.
5. Transaction will display, enter TIP AMOUNT and press OK.
6. Repeat steps 3 and 4 as needed.
7. Press the  key after all desired tips have been adjusted.

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



Wi-Fi connected successfully.

POWER CYCLE TERMINAL

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

SETTLE DAILY BATCH

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the # \$ arrow keys to highlight SETTLEMENT and press OK.
3. Use the # \$ arrow keys to highlight SETTLE DAILY BATCH and press OK.
4. If prompted, input Manager Password (1234 default).
5. Terminal communicates with the host.
6. Settlement report prints.

CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen press the F1 key.
2. Use the # \$ arrow keys to highlight MANAGED SERVICES and press OK.
3. Use the # \$ arrow keys to highlight CALL ME and press OK.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

TURN SERVER PROMPT ON/OFF

1. From the idle prompt, press F1 to access the SERVICES menu.
2. Use the # \$ arrow keys to highlight CORE and press OK.
3. Use the # \$ arrow keys to highlight APPLICATIONS and press OK.
4. Use the # \$ arrow keys to highlight CREDIT/DEBIT/EBT and press OK.
5. Use the # \$ arrow keys to highlight SETUP and press OK.
6. If prompted, input Manager Password (1234 default).
7. Use the # \$ arrow keys to highlight TRANS PROMPTS and press OK.
8. Press OK to select CLERKS.
9. Press OK to select PROMPT.
10. Use the # \$ arrow keys to highlight desired option and press OK.
11. To return to the home screen press the  key 3 times.

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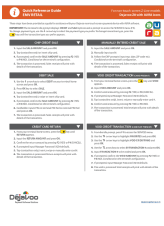
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Documents / Resources

	DejaVoo Z8 Countertop Terminals [pdf] User Guide Z8 Countertop Terminals, Z8, Countertop Terminals, Terminals
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References

-  [Dejavoo Systems – Payment Software Solutions](#)