Payment Cloud Dejavoo Z11 Ethernet WiFi Terminal User Manual

Dejavoo Z11
User Manual & Setup Guide

Contents

Overview

Introducing the DejaVoo Z11 credit card machine, a Vega3000 PIN pad terminal designed to streamline transactions with dependable WiFi and EMV capabilities. Equipped with a built-in printer and vibrant touchscreen, the Z11 is functional and compact. It has intuitive navigation, allows employees to process payments quickly, and reduces customer wait times. Whether upgrading your current system or starting fresh, the DejaVoo Z11 terminal offers reliability and high performance during every sale. Click here to **purchase the Dejavoo Z11 Terminal** from our online shop.

Setup

How To Load Paper Roll

1. Open the paper compartment by lifting the black tab.
2. Remove any old or excess paper.
3. Using Dejavoo-specified Z11 thermal paper (2.25-inch-wide), place the roll so the edge feeds from the bottom toward the screen.
4. Snap the cover back down to secure. If the paper appears blank, flip it over, as thermal paper needs to be loaded with the correct side facing the print head.

How To Turn On/Off

1. Power On: Press and hold the green OK button. When connected to a power source, the terminal should power on automatically and be ready for transactions.
2. Power Off: To power down, access the FAVORITES menu by tapping the STAR icon on the main screen. Select POWER
   OFF. Confirm if prompted.
   Note: Merchants can CONFIRM details related to sales, refunds, or other information by pressing the GREEN OK BUTTON.
   How To Set Up an Ethernet or Wi-Fi Connection

Connect to Ethernet

1. Link your Ethernet cable from your router to the LAN port on the back of the Dejavoo Z11.
2. Power on the terminal. Once it initializes, the main SALE screen should appear, indicating a successful connection .

Connect to WiFi

1. To connect, press the green OK button on the terminal to access the main menu.
2. Select UTILITY.
3. Select WIFI.
4. Select your WiFi network. When prompted, enter the net- work password, then CONFIRM.
5. Once connected, a WiFi icon will display on the screen, and the terminal will be ready to process transactions wirelessly.
6. If you are having trouble connecting to WiFi, try restarting your router. Alternatively, you can also try restarting your Dejavoo Z11.

How To Run a Ping Test on Your Dejavoo Z11

1. Select the WIFI/ETHERNET icon in the upper left corner of your screen.
2. Select either WIFI or ETHERNET.
3. You will be directed to a menu that reads PING. There, you will be presented with a series of options: GOOGLE, GATEWAY, etc. Select GOOGLE.
4. Your Dejavoo Z11 will then perform a ping test to determine the durability of your network connection.

Dejavoo Z11 – Add Servers
For businesses, like restaurants, requiring multi-server tracking, the Dejavoo Z11 allows server assignments per transaction basis.

1. To add servers, access the CREDIT menu.
2. Select SALE.
3. When prompted, enter the server ID. This feature helps indi- vidual employees or business sections manage sales.

Dejavoo Z11 – Default Password
The default password for the Dejavoo Z11 is 1234.

Accept Payments

How To Process a Sale
The Dejavoo Z11 supports a range of payment and mobile wallet options, including Apple Pay, Google Wallet, Samsung Pay, and EMV chip cards. Unlike the Dejavoo Z8, which partly operates via function keys (F1, F2, etc.), the Z11 is a touchscreen device that allows for SPin integration to existing point-of-sale systems.

Chip Credit Sale

1. From the home screen, select CREDIT.
2. Select SALE.
3. Enter the total sale amount, then confirm.
4. Insert the customer's chip card with the chip facing toward the terminal. Cardholders can also tap to exercise the contactless pay option.
5. Confirm the amount if prompted.

6. Once processed, the terminal will print a receipt.

Manual Entry Credit Sale

1. From the home screen, select CREDIT.
2. Select SALE.
3. Enter the total sale amount, then confirm.
4. The merchant will then manually enter card details, including expiration date, billing ZIP code, etc.
5. Confirm any prompts as needed; a receipt will print automatically once completed.

Debit Sale

1. From the home screen, select DEBIT.
2. Select SALE.
3. Enter the total sale amount, then confirm.
4. Customers will then insert, swipe, or tap their card and enter their PIN to confirm the sale.
5. Once processed, the terminal will print a receipt.

Gift Card Sale

1. From the home screen, select GIFT.
2. Select REDEEM.
3. Enter the total amount for the gift card purchase, then confirm.
4. Swipe gift card using the Dejavoo Z11's magstripe reader.
5. Merchants will have the option to print both customer and merchant receipts.

Forced Sale

1. Enter the total amount for the sale.
2. Press the yellow key with the arrow pointing to the left.
3. Scroll up to the TICKET option.
4. Press OK to confirm.
5. After entering the total amount of the sale again, press OK.
6. Enter the default password, then press OK to proceed.
7. Enter AUTH CODE.
8. Swipe, tap, insert, or manually enter card number details.
9. Press OK to confirm.

Note: Any sales that require the cardholder to sign for their purchase will require enabled signature capture. Signature capture can be deactivated at the file level in the REGISTRATION section of the Z11's **CREDIT menu.**
How To Add Tips or Perform a Tip Adjustment:

1. From the home screen, tap the STAR icon to open the FAVORITES menu.
2. Select ADD/EDIT TIP.

3. If prompted, enter the default/manager password. When prompted, select ALL.

4. Select TRANSACTION #.

5. Enter the TIP AMOUNT when the transaction amount appears, then press OK.

6. If prompted, confirm the tip amount by tapping YES or NO (this will depend on the terminal's settings).

7. Repeat steps 5 and 6 for any additional tips.

8. When finished, press the final key to save changes.

How To Reprint Receipt

1. Tap the STAR icon to access the FAVORITES menu.

2. Select REPRINT RECEIPT.

3. If prompted, enter the default/manager password.

4. Select the option for which receipt you'd like to reprint (LAST, BY TRANSACTION #, or BY CARD NUMBER).

5. Follow prompts and transaction receipt prints.

6. **Note:** If your Dejavoo Z11 is not printing, ensure the paper is loaded correctly and the thermal paper is appropriately oriented. The printer may not function if the cover is not securely closed or if there is a malfunction.

How To Process a Refund
Credit Card Return

1. From the home screen, select CREDIT.

2. Select RETURN.

3. Enter the total amount for the refund, then confirm.

4. Swipe, tap, or insert the card to proceed with the refund.

5. The return will be processed, and a receipt will be printed .

Debit Card Return

1. From the home screen, select DEBIT.

2. Select RETURN.

3. Enter the total amount for the refund, then confirm.

4. Swipe or insert the card to proceed with the refund.

   Cardholders may be asked to verify their PIN information to verify the return.

5. The return will be processed, and a receipt will be printed .

How To Void Transaction
Void Credit Transaction (Card Present)

1. From the home screen, select CREDIT.

2. Select VOID.

3. Enter the amount you wish to void and confirm.

4. If prompted, enter the default/manager password.

5. Tap (for contactless) or insert the chip card.

6. The void will be processed, and a receipt detailing the voided transaction will be printed.

Void Credit Transaction (Card Not Present)

1. Tap the icon on the idle screen to access the FAVORITES menu.
2. Select VOID TRANSACTION.
3. If prompted, enter the default/manager password.
4. Select BY TRANSACTION # to search for the specific transaction you want to void.
5. Enter the transaction number that needs to be voided. Confirm when ready. Some merchants may be asked to confirm twice.
6. Re-enter the default/manager password if required.
7. The void will be processed, and a receipt detailing the voided transaction will be printed.

How To Settle a Daily Batch

1. From the home screen, select the STAR icon.
2. Select SETTLE DAILY BATCH.
3. Enter the manager password when prompted.
4. A receipt will be printed for the merchant's record.

How To Fix a Batch Host Error

1. Start by accessing the MENU on your Z11, i.e. the three horizontal bars on the bottom half of your screen.
2. Select APPLICATIONS, then HOST UTILITY.
3. Select BATCH FEATURES.
4. Select the option that allows you to determine your batch number (SET BATCH #).
5. Enter a unique batch number that is not in the system yet.
6. Try settling this batch to test the efficacy of these instructions.

Settings

How To Change the Date and Time
The Dejavoo Z11 date and time do not automatically update, so it's important to adjust regularly, especially after a daylight saving time change.

1. Start from the idle screen and press the green OK key. Alternatively, tap the three horizontal lines at the bottom left of your home screen.
2. Select UTILITY.
3. Enter default/manager password.
4. Select SETTINGS.
5. Make sure to enter the time accurately in the 24-hour format to ensure correct processing of transactions.
6. Select DATE & TIME.
7. Clear the current date and enter the correct one in the MM/DD/YY format. For a time, input it in a 24-hour format (HHMMSS). Finally, press the green OK key to save your changes.

How To Print Reports

1. Press the F1 key to access the SERVICES MENU.
2. Select REPORTS.
3. You will be asked to select between the DAILY REPORT and SUMMARY REPORT. Select an option to proceed.
4. If prompted, enter the default/manager password.
5. After confirming your selection, the report will print automatically.

Troubleshooting & Tips

How To Download Terminal Software
Partial Download

1. Start by ensuring all open batches have been settled.
2. Access the core menu.
3. Select UTILITY. Enter the default password when prompted.
4. Select SOFTWARE DOWNLOAD, then CONNECT.
5. Select ETHERNET (select PPP to download via phone line and WIFI to download via Wifi).
6. Select PARTIAL.
7. You will be presented with a TPN number. Confirm if the TPN number is correct.
8. When presented with the option to APPLY UPDATES, select YES.
9. Your terminal may reboot upon downloading and installing new software.

How To Reboot Your Dejavoo Z11

1. Press and hold the green key to start.
2. If prompted, select POWER OFF or POWER DOWN.
3. You should see the message 'SYSTEM INITIALIZING' displayed on your terminal's screen. This indicates that the startup process has begun. This process generally takes a few minutes.
4. Release once the terminal begins to reboot.

How To Do a Power Cycle

1. If you are connected via Ethernet, unplug your Dejavoo Z11 from its Ethernet cord.
2. Remove connection cable and power cord.
3. Leave your Z11 unplugged for at least ten seconds.
4. After this time window has elapsed, your Z11 should power on and begin the power cycle process. This may take a few minutes.
5. Upon successfully powering the device back on, plug your Ethernet cord and connection cable back into your Z11.
   Note: It is recommended that Dejavoo users unplug their Ethernet cord before unplugging their power cord. Performing these steps in the wrong sequence can increase the likelihood of a TAMPER ERROR. If you experience a TAMPER ERROR with your Z11, contact Dejavoo support immediately.

How To Do a Factory Reset
Note: Performing a factory reset will erase all data on the device, including transaction history and customized

settings. Back up any critical data before proceeding with a factory reset.

1. Start by accessing the MENU on your Z11, i.e. the three horizontal bars on the bottom half of your screen.
2. Select UTILITY.
3. Select SOFTWARE DOWNLOAD.
4. Select DELETE APPS.
5. Manually select the apps you wish to delete.
6. At this point, the terminal will start to reboot.
7. If necessary, repeat steps 1-7.

Common Error Messages

Below is a list of standard messages you may receive on your DejavooZ11 screen, alerting you of an error that must be addressed. These usually appear along with their corresponding error codes:

1. **CARD SWIPE ERROR:** Magstripe reader is not functioning. The sale may need to be entered manually.
2. **COMM ERROR**: Communication error.
3. **EMV OFFLINE ERROR**: EMV chip is not communicating with the bank server. The sale may need to be entered manually.
4. **SETTLEMENT FAILED, RETRY:** Self-explanatory.
5. **TERMINAL ID ERROR:** Self-explanatory. When trying to fix a communication error, check your network connections. If this fails, contact Dejavoo Client Services (1-**800-787-4105**).

Ped Tampered/Tamper Detected Notification
If you see text on your Dejavoo Z11 that reads as either PED TAMPERED or TAMPER DETECTED, do not attempt to fix the problem yourself. Instead, contact Dejavoo support, as your terminal will likely need to be replaced.
End-of-Life Status
The Dejavoo Z11 serves as the replacement for the Dejavoo Z11 touch, which has been discontinued and is technically considered end-of-life.
How to Reach Customer Service
If you have any customer service issues related to your Dejavoo terminal, contact Dejavoo directly, either via email **support@dejavoo.io**) or telephone (**877-358-6797**).

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Documents / Resources

Payment Cloud Dejavoo Z11 Ethernet WiFi Terminal [pdf] User Manual
Dejavoo Z11 Ethernet WiFi Terminal, Dejavoo Z11, Ethernet WiFi Terminal, WiFi Terminal, Terminal

References

- **PaymentCloud Shop - POS, Terminals, & Card Readers**
- **User Manual**