

Dejavoo Z Line

Z8 EMV Quick Reference Guide





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.

CHIP CREDIT SALE

1. From your terminal home screen, input **SERVER #** and press **OK**. Conditional on the terminal's configuration. Restaurant only.
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. Press OK key to select SALE or input SERVER # and press OK (Restaurant only). 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. Restaurant only.
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 **XX** key after all desired tips have been adjusted.

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



Wi-Fi connected successfully.

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.

TURN SERVER/CLERK 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 **XX** key 3 times.

POWER CYCLE TERMINAL

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

