



Dejavoo Z8 Training Guide

INCLUDED IN YOUR BOX



- Credit Card Terminal
- Power Supply – 2 pieces
- SIM Card
- Training Guide
- Manufacturer User Guide

TERMINAL SET-UP

Your terminal will arrive programmed and all you need to do is plug it in. You will either have your terminal set-up: **Internet Connection** or **GPRS/3G**. Internet is the preferred method of communication.

HOT KEYS

F-Keys (F1-F4)
F1 (Also Power)



Red Key: Go Back or Cancel

Yellow Key: Back Space

Green Key: Enter

TerminalOn/Off



After Hours Support:

- If your Merchant ID Number Begins with: 3899 - 888.830.0555
- If your Merchant ID Number Begins with: 7620 or 9317 - 877.243.6542
- If your Merchant ID Number Begins with: 5363 or 5544 - 800.228.0210

FOR ADDITIONAL INFORMATION AND VIDEOS, PLEASE VISIT:
www.signapay.com/equipment/dejavoo-z8

DEJA Z8/03.30.17

MERCHANT CUSTOMER SERVICE

Monday – Friday 8:00am – 5:00pm CST
1.800.944.1399 | SignalPay.com

TRAINING GUIDE

TO RUN A SALE

- Enter "SALE"(\$) amount on terminal
- Press Green Key
- "Tap, insert, swipe or enter card # will appear on the Screen"

TAP-MOBILE PAY TRANSACTION

- Enter "SALE"(\$) amount on terminal
- Press Green Key
- "Tap, insert, swipe or enter Card # will appear on the screen"
- Ask customer to hold or tap their mobile device over the Screen for approval
- (No Signature is required for approved mobile payments)

INSERT - EMV/CHIP TRANSACTION

- Enter "SALE"(\$) Amount on Terminal
- Press Green Key
- Insert Chip card / Chip up into slot below the Terminals Keypad (Do Not Remove till Prompted)
- Once approved / Have customer sign their name on the receipt
- Press Green Button

SWIPED CARD TRANSACTION

- Enter "SALE"(\$) amount on terminal
- Press Green Key
- "Tap, insert, swipe or enter card # will appear on the Screen"

VOID TRANSACTION - CARD PRESENT

- Press the Yellow Key
- Choose VOID or press the #3 on the keypad Enter original full sale \$ amount
- Press Green Key
- Confirm amount and press Green Key
- "Tap, Insert, Swipe or Enter Card # will appear on the Screen" Choose form of Payment and Follow procedures

VOID TRANSACTION - CARD NOT PRESENT

- Press the F1
- Choose Favorites
- Choose VOID
- Press Green Key
- Enter Manager Password - 1234 press Green Button
- Retrieve by Transaction # from original receipt
- Enter transaction #
- Select by pressing F3, then Green Key
- Enter Manager Password - 1234

DAILY REPORT

- Press the Green Button
- Press the #2 on the Keypad
- Enter Manager Password - 1234
- Press the Green Button
- Choose DAILY or Press the Green Button

DAILY SETTLEMENT

- Press the Green Button three times
- Enter Manager Password - 1234
- Press the Green Button to settle the Daily Batch

OR

- Press F1 Key
- Choose Favorites
- Select settle daily batch
- Enter Manager Password - 1234 press Green Button
- Batch will close
- Batch report will be uploaded