

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.

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.

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.

CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen press the **F4** key.
2. Use the **↑↓** arrow keys to highlight **CALL ME** and press **OK**.
3. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

POWER CYCLE TERMINAL

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

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

 Wi-Fi connected successfully.

Customer Support
800.944.1399

Hours: Monday – Friday 8:00AM – 6:00PM CST



Dejavoo
Quick Reference Guide
for Model: Z8

CHIP CREDIT SALE

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

* This step is for restaurant merchants only.

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.

MANUALLY ENTERED CREDIT SALE

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

* This step is for restaurant merchants only.

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.

CREDIT VOID (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.

CREDIT VOID (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. Use the ↑↓ arrow keys to select **BY TRANSACTION #** and press **OK**.
5. Input **TRANSACTION #** to be voided and press **OK**.
6. If prompted, confirm the **VOID AMOUNT** by pressing **F2** (YES) or **F4** (NO). Conditional on the terminal's configuration.
7. If prompted, input Manager Password (**1234 default**).
8. 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.

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.