PRINTING REPORTS

1. From the idle prompt, tap the ⭐ icon to access the **FAVORITES** menu.
2. Tap desired report type (**DAILY REPORT** or **SUMMARY REPORT**).
3. If prompted, input Manager Password (**1234 default**).
4. **REPORT** prints.

TURN SERVER PROMPT ON/OFF

1. From the idle prompt, tap the ≡ icon to access the **SERVICES** menu.
2. Tap **CORE**.
3. Tap **APPLICATIONS**.
4. Tap **CREDIT/DEBIT/EBT**.
5. Tap **SETUP**.
6. If prompted, input Manager Password (**1234 default**).
7. Tap **TRANS PROMPTS**.
8. Tap **CLERKS**.
9. Tap **PROMPT**.
10. Tap to select desired option and press **OK**.
11. To return to the home screen press the **XX** key 2 times.

WIRELESS ICON INDICATORS
MOBILE UNITS ONLY

📶 GPRS signal strength indicator (the more bars, the better your signal GPRS).

🔋 Battery strength indicator.

SIM Indicates issue with SIM card (GPRS).

EDIT TIPS BY TRANSACTION

1. From the idle prompt, tap the ⭐ icon to access the **FAVORITES** menu.
2. Tap **EDIT TIP**.
3. If prompted, input Manager Password (**1234 default**).
4. Tap **ALL**.
5. Tap **TRANSACTION #**.
6. Transaction amount appears, input **TIP AMOUNT** and press **OK**.
7. If prompted, confirm the tip amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
8. Repeat steps 5 and 6 as needed.
9. Press the **XX** key after all desired tips have been adjusted.

CALL ME FEATURE (MUST BE ENABLED)

1. From the terminal main screen tap the ☎ icon.
2. If prompted, input Manager Password (**1234 default**).
3. Tap **CALL ME**.
4. The terminal sends notification to the help desk and you will receive a call back from a representative with assistance.

WI-FI ICON INDICATOR
FOR WI-FI ENABLE UNITS

📶 Wi-Fi icon will blink when not connected. It will remain static when connected successfully.

Customer Support
800.944.1399
Hours: Monday – Friday 8:00AM – 6:00PM CST

Retail

Restaurant

Dejavoo
Quick Reference Guide
for Models: Z9/Z11

SG PY

Dejavoo
Payment Software Solutions

Quick Reference Guide for models:
Z9/Z11
Default password is 1,2,3,4

IMPORTANT: The terminal's idle prompt displays a selection of payment type icons. The ☆ icon will take you to your FAVORITES menu, the ≡ icon will take you to the terminal's SERVICES menu and when configured, use the ☏ icon for a CALL ME request.

CHIP CREDIT SALE

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **SERVER #** and press **OK**. Conditional on the terminal's configuration.
4. Input the **SALE AMOUNT** and press **OK**.
5. Tap (contactless only) or insert chip card.
6. If prompted, confirm the sale amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
7. The transaction is processed. Sales receipts will print with details of the transaction.

DEBIT SALE

1. Tap on the **DEBIT** icon on your terminal home screen.
2. Tap on the **SALE** icon.
3. Input **SERVER #** and press **OK**. Conditional on the terminal's configuration.
4. Input the **SALE AMOUNT** and press **OK**.
5. Tap (contactless only), swipe or insert chip card.
6. If prompted, confirm the sale amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
7. Cardholder inputs **PIN** on **terminal PIN Pad** or **external PIN Pad** and presses **OK**.
8. The transaction is processed. Sales receipts will print with details of the transaction.

MANUALLY ENTERED CREDIT SALE

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

CREDIT CARD RETURN

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **RETURN** icon.
3. Input **SERVER #** and press **OK**. Conditional on the terminal's configuration.
4. Input the **RETURN AMOUNT** and press **OK**.
5. Tap (contactless only), swipe, insert chip card or manually enter card #.
6. If prompted, confirm the sale amount by tapping **YES** or **NO**. Conditional on the terminal's configuration.
7. The transaction is processed. Sales receipts will print with details of the transaction.

VOID CREDIT TRANSACTION (Card Present)

1. Tap on the **CREDIT** icon on your terminal home screen.
2. Tap on the **VOID** icon.
3. Input **SERVER #** and press **OK**. Conditional on the terminal's configuration.
4. Input the **VOID AMOUNT** and press **OK**.
5. If prompted, confirm the void amount by tapping **OK** or **CANCEL**. Conditional on the terminal's configuration.
6. If prompted, input Manager Password (**1234 Default**)
7. Tap (contactless only) or insert chip card.
8. The transaction is processed. Void receipts will print with details of the transaction.

VOID BY TRANSACTION # (Card Not Present)

1. From the idle prompt, tap the ☆ icon to access the **FAVORITES** menu.
2. Tap **VOID TRANSACTION**.
3. If prompted, input Manager Password (**1234 default**)
4. Tap **BY TRANSACTION #**.
5. Input **TRANSACTION #** to be voided and press **OK**.
6. Confirm the void transaction by tapping **SELECT**.
7. If prompted, confirm the void amount by tapping **OK** or **CANCEL**. 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, tap the ☆ icon to access the **FAVORITES** menu.
2. Tap **REPRINT RECEIPT**.
3. If prompted, input Manager Password (**1234 default**).
4. Tap desired option (**LAST, BY TRANSACTION #** or **BY CARD NUMBER**).
5. Follow prompts and transaction receipt prints.

SETTLE DAILY BATCH

1. From the idle prompt, tap the ☆ icon to access the **FAVORITES** menu.
2. Tap **SETTLE DAILY BATCH**.
3. If prompted, input Manager Password (**1234 default**).
4. Terminal communicates with the host.
5. Settlement Report prints.