Dejavoo Z Line

Z9/Z11 EMV Quick Reference Guide

clearent
by xplor

Z9/Z11 EMV
QUICK REFERENCE GUIDE

For models
Z9/Z11 WITH AURA icons

These steps have been provided as a guide for assistance with your Dejavoo touch screen payment device with AURA software.

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 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. Restaurant only.
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. Restaurant only.
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.

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. Restaurant only.
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.

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. Restaurant only.
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.

Restaurant & Retail

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2

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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. Restaurant only.
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 CREDIT TRANSACTION (CARD NOT PRESENT) ENABLED ONLY FOR RESTAURANTS APPLICATIONS

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.

EDIT TIPS BY TRANSACTION # ENABLED ONLY FOR RESTAURANTS APPLICATIONS

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 ✕ key after all desired tips have been adjusted.

TERMINAL POWER OPTIONS

Powering on (Z9 only)

1. Press ⏻ key to turn on terminal.
2. Powering off (Z9 only)
3. Tap the ☆ icon to access the FAVORITES menu.
4. Tap on **POWER OFF** to turn off terminal.

To power cycle all terminals

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

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

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

CONNECTING TO WI-FI

1. Tap the 📶 icon to access the NETWORK screen.
2. Tap **WIFI** and look for your network.
3. If prompted, input Manager Password (1234 default).
4. Tap **CONNECT**.
5. Once you are connected you should see an IP address.

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.

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/CLERK 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 ❌ key 2 times.

WI-FI ICON INDICATOR (FOR MOBILE UNITS)

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

🔋 Battery strength indicator.

SIM Indicates issue with SIM card (gprs).

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4