

Dejavoo Z8 Quick Reference Guide



MERCHANT MANAGEMENT GROUP

**Retail
Credit Card Sale**

1 Key in transaction amount (\$.\$\$)
(Default is a SALE but if REFUND or VOID is needed press down arrow keys to highlight desired option on top of screen)

2 INSERT/ TAP/ SWIPE CARD

If card needs to be manually entered:

Answer card not present when keying to have terminal prompt for CVV2 #

key in card number and press **Green** key.

Key in expiration date & press **Green** key.

(Example: December 2025, enter 1225)

Key **CVV2** (3 digit on back of card)

Address (Street # of card billing Addr)

Zip (Zip code of card billing address)

If terminal prompts for "**CUSTOMER CODE**" enter 4 digits or press **GREEN** key to bypass

The Customer Code/PO Number is a four digit number that appears on the cardholder's credit card billing statement that allows the cardholder to track purchases made with the card number.

3 Once approved receipt will print.

Helpful hints:

Dip the Chip

Have cardholder insert chip card into terminal with chip facing up. Do not remove until transaction is complete and prompts cardholder to remove card. If chip card cannot be read, it is recommended to ask for another form of payment to help prevent chargebacks.

Void Sale or Return

Press **F3** Key

Choose **VOID**, Use Transaction #

Or use method below

1 Press **Yellow** ← Key
press down arrow keys to highlight Void or Return (shown on top of screen)

2 Enter transaction # to be voided.

3 INSERT/ TAP/ SWIPE CARD

Once approved receipt will print.

Ticket Only Sale

1 Press **Yellow** ← Key
press down arrow keys to highlight Ticket

2 Key in transaction amt \$.\$\$

3 Enter Manager password 1234

4 Key in obtained approval number from voice auth center

5 Insert/ Tap/ Swipe Card

Gift Card

1 Swipe gift card or manually enter card

2 Press the arrow key to select Gift Card

3 Press the arrow up/down button to select desired selection.

Redeem=Sale/purchase applied to gift card

Balance Inquiry=Check available balance

Issuance=New gift card with \$.\$\$ Applied

Add Value= Increase current balance

Void= Cancels current sale placed on card.



Close Batch

Close Batch.

- Press **Green (OK) Button**
- Highlight SETTLEMENT press **Green (OK) Button**.
Highlight
SETTLE DAILY BATCH then press **Green (OK) Button**
MANAGER PASSWORD, 1234, press **Green (OK) Button**
- Batch will settle and report will print..

NOTE: All reports must be printed prior to settlement.
If your terminal is set for AUTO CLOSE, it will automatically close and print a closing report at the preset time each day.

Place label here

Visa/ MasterCard Voice approval # 800.228.1122

Discover Voice approval # 800.347.1111

American Express Voice approval # 800.528.2121

Dejavoo Help Desk 877.358.6797

Local Terminal Help 850.747.0664

877.664.1122

24/7 Customer Support 800.228.0210

Additional Terminal Functions

Print Terminal Totals.

- Press F3 Key, then scroll to print details
or Press OK then **Reports** key, then chose
report type needed.

Reprint a Receipt.

- Press F3 key
- Highlight **Reprint &** Enter Item #.
- Key the appropriate information,
then press the **OK** key.

WiFi Settings

Press **Green (OK) button**

Touch **UTILITY** on screen

Manager password **1234**

Touch **COMMUNICATION**

Touch **LOCAL PARMS**

Touch **WiFi**

(Terminal scans for network)

Touch or Highlight desired network

Touch **CONFIGURE**

Touch **SET PASSWORD**

(Input network key)

Press **Green (OK) Button**

Then press **RED X** key once

Touch **CONNECT**

Terminal displays:

Connecting WiFi Network

WiFi Network displays on screen

Then press **RED X** 5 Times to get to
main screen.

Ready for Transactions