



Simple. Secure. Payments.

Dejavoo Z11

Quick Reference Guide

To power on, press and hold the power button (⏻) on the keypad.

Sale:

1. Tap CREDIT on the touch screen.
2. Tap SALE on the touch screen.
3. Enter the amount of the sale and press the OK (Green Button) on the keypad.
4. Insert/Tap/Swipe or enter the credit card.
5. Terminal communicates with the network.
6. Receipts get printed.

Refund:

1. Tap CREDIT on the touch screen.
2. Tap RETURN on the touch screen.
3. Enter the amount of the refund and press the OK (Green Button) on the keypad.
4. Confirm the amount and press the OK (Green Button) on the keypad.
5. Enter 1 2 3 4 (manager password) and press OK (Green Button) to confirm.
6. Insert/Tap/Swipe or enter the credit card.
7. Terminal communicates with the network.
8. Receipts get printed.

Void:

1. Tap the 3 lines (☰) to access the Core Menu.
2. Tap Favorites on the touch screen.
3. Tap Void Transaction on the touch screen.

4. Enter 1 2 3 4 (manager password) and press OK (Green Button) to confirm.
5. You can select one of the options to select the transaction to void: View All, By Transaction #, Reference Number, Invoice #, Approval Code and Last Transaction.
6. For this example, we will use By Transaction # which you can find on the top of the original transaction receipt. Enter Transaction # and press OK (Green Button).
7. Confirm it's the correct transaction by tapping Select on the touch screen.
8. Confirm one more time by pressing the OK (Green Button) on the keypad.
9. Enter 1 2 3 4 (manager password) and press OK (Green Button) to confirm.
10. Receipt confirming the void gets printed.

Adjusting Tip (Restaurants):

1. Tap the 3 lines (≡) to access the Core Menu.
2. Tap Favorites on the touch screen.
3. Tap Transaction #, enter the transaction # and press OK (Green Button) to edit Tip.
4. Enter the tip amount and press OK (Green Button).
5. Confirm the tip amount is correct and press Yes if it is correct or No if you need to adjust the amount again on the touchscreen.
6. The terminal will beep and confirm that the tip was adjusted.
7. Press X (Red Button) to go back to the main menu.

Reprint:

1. Tap the 3 lines (≡) to access the Core Menu.
2. Tap Favorites on the touch screen.
3. Tap Reprint Receipt.
4. Enter 1 2 3 4 (manager password) and press OK (Green Button).
5. You can reprint By Last Transaction, By Transaction #, By Card Number.
6. Select By Transaction # and press OK (Green Button).
7. Enter Transaction # and press OK (Green Button).

8. Select either Merchant Copy or Customer Copy by tapping it on the touch screen.
9. Receipt will print.
10. Press the X button (Red Button) to go back to the main menu.

Printing Reports:

1. Tap the 3 lines (☰) to access the Core Menu.
2. Tap Favorites on the touch screen.
3. Tap Report on the touch screen.
4. Enter 1 2 3 4 (manager password) and press OK (Green Button).
5. You should see a few options at the top such as Daily, Summary, Detailed, Untipped etc. For our example, we will use Daily.
6. The daily report will be printed.
7. Press the X button (red button) to get back to the main menu.

Batch:

1. Tap the 3 lines (☰) to access the Core Menu.
2. Press Settlement
3. Press Settle Daily Batch.
4. Enter 1 2 3 4 (manager password) and press OK (Green Button).
5. Report receipt will print, and the batch will be closed.

Wi-Fi Setup:

1. Tap the Wi-Fi symbol at the top of the screen (📶)
2. Select Wi-Fi from the menu options.
3. It will search for Wi-Fi networks and give you a list of networks available. Select your network.
4. Enter the Wi-Fi Password when prompted and press Connect.
5. If you entered the correct password, it would say Connected after the terminal attempts to connect with the network.

6. Press the X Button (red button) twice to get back to the main menu.
7. You should see a symbol with the signal strength if the Wi-Fi has connected and is available to use to process transactions.

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