

Dejavoo Z8 Quick Reference Guide

IMPORTANT:

- The terminal's idle prompt displays **CREDIT** and **SALE** options and a prompt to enter the amount. To change payment type, press the **↓** arrow key to select the payment type you prefer. To change transaction type, press the **↔** key to select the transaction type you prefer.

POWER CYCLE TERMINAL

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

WIFI ICON INDICATOR (FOR WIFI ENABLED UNITS)

- WiFi connected successfully. 

ADDING FAVORITES

- Navigate to the menu selection you would like to add to **FAVORITES**
- Press the **⏻** key and use the arrows to highlight **ADD TO FAVORITES**, press **OK**
- Use the arrow keys to highlight where in the list you want your new **FAVORITE** to appear press **OK**
- Your menu selection will now appear in your **FAVORITES** menu

CALL ME FEATURE (MUST BE ENABLED)

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **MANAGED SERVICES** press **OK**
- Enter Manager Password (1234)
- Use the arrow keys to highlight **CALL ME** press **OK**
- Use the arrow keys to highlight the service you require and press **OK**
- The terminal sends notification to the help desk and you will receive a call back from a representative with assistance






Dejavoo Z8 Retail Quick Reference Guide AURA

INCLUDED IN YOUR BOX

- Dejavoo Z8 Terminal
- Power Supply
- IP Cabling - Phone Line | Ethernet
- Quick Reference Guide
- A Roll of Paper

Merchant Support

-  888-708-8019
-  support@rev19.net
-  www.rev19.net/support

KEYS



CHIP CREDIT SALE

- Input the Sale Amount and Press **Enter**
- *If prompted, confirm the Sale Amount by pressing **F2***
- Tap (contactless only) or insert chip card
- Terminal dials out and receipt prints

DEBIT SALE

- Use the **↓** arrow key to highlight **DEBIT**, press **OK**
- Input the Sale Amount and press **OK**
- *If prompted, confirm the Sale Amount by pressing **F2***
- Tap (contactless only) or insert chip card
- Cardholder inputs PIN and presses **OK**
- Terminal dials out and receipt prints

VOID - CARD NOT PRESENT

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **FAVORITES** press **OK**
- Use the arrow keys to highlight **VOID TRANSACTION** press **OK**
- If prompted, input Manager Password (1234 default)
- Use the arrow keys to select **BY TRANSACTION #** press **OK**
- Input **TRANSACTION #** to be voided press **OK**
- Confirm the Transaction details to be voided press **OK**
- *If prompted, confirm the Void Amount by pressing **F2***
- Terminal dials out and receipt prints

MANUALLY ENTERED CREDIT SALE

- Input the Sale Amount and Press **Enter**
- *If prompted, confirm the Sale Amount by pressing **F2***
- Manually input card #
- Follow the CNP prompts
- Terminal dials out and receipt prints

VOID - CARD PRESENT

- Press the **⏏** key to highlight **VOID**, press **OK**
- Enter Void Amount and Press **OK**
- Confirm void amount by pressing **F2**
- If prompted, input Manager Password (1234 default)
- Tap, insert, swipe, or manually enter card
- Confirm void amount by pressing **F2**
- Terminal dials out and receipt prints

CREDIT CARD RETURN

- Press the **⏏** key to highlight **RETURN**, press **OK**
- Enter Return Amount and Press **OK**
- Confirm Return amount by pressing **F2**
- If prompted, input Manager Password (1234 default)
- Tap, insert, swipe, or manually enter card
- Confirm Return amount by pressing **F2**
- Terminal dials out and receipt prints

PRINTING REPORTS

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **FAVORITES** press **OK**
- Use the arrow keys to highlight **REPORT** press **OK**
- If prompted, input Manager Password (1234 default)
- Use the arrow keys to highlight desired report press **OK**
- **REPORT** prints

REPRINT RECEIPT

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **FAVORITES** Press **OK**
- Use the arrow keys to highlight **REPRINT RECEIPTS** Press **OK**
- If prompted, input Manager Password (1234 default)
- Use the arrow keys to highlight desired option Press **OK**
- Use the arrow keys to highlight desired copy Press **OK**
- Terminal dials out and receipt prints

SETTLE DAILY BATCH

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **FAVORITES** press **OK**
- Use the arrow keys to highlight **SETTLE DAILY BATCH**, press **OK**
- If prompted, input Manager Password (1234 default)
- Terminal communicates with host
- Settlement report prints

TURN CLERK PROMPT ON/OFF

- Press **F1** to access the **SERVICES** menu
- Use the arrow keys to highlight **CORE** press **OK**
- Use the arrow keys to highlight **APPLICATIONS** press **OK**
- Use the arrow keys to highlight **DvCREDITAPP** press **OK**
- Use the arrow keys to highlight **SETUP** press **OK**
- If prompted, input Manager Password (1234 default)
- Use the arrow keys to highlight **TRANS PROMPTS** press **OK**
- Press **OK** to select **CLERKS**
- Press **OK** to select **PROMPT**
- Use the arrow keys to highlight desired option press **OK**
- To return to the home screen press the **⏏** key 3 times