

EZZY PAYMENT

Dejavoo Z11



Dejavoo Z11

Device Setup & User Manual

Overview

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Introducing The Dejavoo Z11 Credit Card Terminal — A Compact And Powerful Vega3000 Pin Pad Device Built To Simplify Payment Processing. With Reliable Wifi Connectivity, Emv Support, And A Built-in Printer, The Z11 Ensures Smooth And Secure Transactions. Its Vibrant Touchscreen And Intuitive Interface Make It Easy For Employees To Navigate, Process Payments Efficiently, And Minimize Customer Wait Times. Whether You're Upgrading Your Existing Setup Or Starting Anew, The Dejavoo Z11 Delivers Dependable Performance And A Seamless Checkout Experience.



SETUP

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How To Load The Paper Roll

1. Lift The Black Tab To Open The Paper Compartment.
2. Remove Any Old Or Leftover Paper From The Compartment.
3. Insert A New Roll Of Dejavoo-approved Z11 Thermal Paper (2.25 Inches Wide), Ensuring The Edge Feeds From The Bottom Toward The Screen.
4. Close The Cover Securely. If The Printout Appears Blank, Flip The Paper Roll — Thermal Paper Must Face The Print Head Correctly For Printing.

How To Turn On/Off

1. **Power On:** Press And Hold The Green Ok Button To Turn On The Terminal. If Connected To A Power Source, The Device Will Power On Automatically And Prepare For Transactions.
2. **Power Off:** To Shut Down The Terminal, Open The Favorites Menu By Tapping The Star Icon On The Main Screen. Select Power Off And Confirm When Prompted.

Note: Merchants Can Confirm Sales, Refunds, And Other Transaction Details By Pressing The Green Ok Button.

How To Set Up an Ethernet or Wi-Fi Connection

Ethernet Connection

1. Connect An Ethernet Cable From Your Router To The Lan Port Located On The Back Of The Dejavoo Z11 Terminal.
2. Power On The Device. Once It Finishes Initializing, The Main Sale Screen Will Display, Confirming A Successful Network Connection.

How To Connect To Wifi

1. Press The Green Ok Button On The Terminal To Open The Main Menu.
2. Select Utility.
3. Choose Wifi From The Options.
4. Select Your Desired Wifi Network. When Prompted, Enter The Network Password And Press Confirm.
5. Once Successfully Connected, A Wifi Icon Will Appear On The Screen, Indicating The Terminal Is Ready To Process Transactions Wirelessly.
6. If Connection Issues Occur, Try Restarting Your Router. You May Also Restart Your Dejavoo Z11 And Attempt To Reconnect.

How to Run a Ping Test on the Dejavoo Z11

1. Tap The Wifi/ethernet Icon Located In The Upper-left Corner Of The Screen..11
2. Choose Your Connection Type — Wifi Or Ethernet.
3. In The Following Menu, Select Ping. A List Of Options Such As Google, Gateway, Etc., Will Appear. Choose Google.
4. The Dejavoo Z11 Will Then Run A Ping Test To Check The Strength And Stability Of Your Network Connection.

Dejavoo Z11 – Add Servers

For Businesses Such As Restaurants That Need To Track Multiple Servers, The Dejavoo Z11 Allows Assigning A Server Id For Each Transaction.

1. Access the CREDIT menu on your terminal.
2. Select SALE.
3. When prompted, enter the Server ID.

This Feature Enables Individual Employees Or Departments To Efficiently Manage And Track Their Sales Activity.

Dejavoo Z11 – Default Password

The Default Password For The Dejavoo Z11 Terminal Is 1234.

How To Process a Sale

The Dejavoo Z11 Supports A Wide Range Of Payment Methods And Mobile Wallets, Including Apple Pay, Google Wallet, Samsung Pay, And Emv Chip Cards. Unlike The Dejavoo Z8, Which Relies Partly On Function Keys (F1, F2, Etc.), The Z11 Features A Fully Touchscreen Interface, Enabling Seamless Spin Integration With Existing Point-of-sale (Pos) Systems.

Chip Credit Sale

1. From The Home Screen, Select Credit.
2. Choose Sale.
3. Enter The Total Sale Amount And Press Confirm.
4. Insert The Customer's Chip Card With The Chip Facing The Terminal, Or Tap The Card/device To Use Contactless Payment.
5. Confirm The Amount If Prompted.
6. Once The Transaction Is Complete, The Terminal Will Print A Receipt Automatically.

1. From The Home Screen, Select Credit.
2. Choose Sale.
3. Enter The Total Sale Amount And Press Confirm.
The Merchant Will Manually Input The Card Details, Including The Expiration Date, Billing Zip Code, And Any Other Required Information.
4. Confirm Any Prompts As Needed. Once The Transaction Is Complete, A Receipt Will Print Automatically.

Debit Sale

1. From The Home Screen, Select Debit.
2. Choose Sale.
3. Enter The Total Sale Amount And Press Confirm.
4. The Customer Can Insert, Swipe, Or Tap Their Card, Then Enter Their Pin To Complete The Transaction.
5. Once The Payment Is Processed, The Terminal Will Print A Receipt Automatically.

Gift Card Sale

1. From the home screen, select GIFT.
2. Choose REDEEM.
3. Enter the total amount to be redeemed and press CONFIRM.
4. Swipe the gift card through the Dejavoo Z11's magstripe reader.
5. The terminal will prompt to print both customer and merchant receipts.

How To Process A Forced Sale

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1. Enter The Total Sale Amount.
2. Press The Yellow Key With The Left-pointing Arrow.
3. Scroll Up And Select The Ticket Option.
4. Press Ok To Confirm.
5. Re-enter The Total Sale Amount, Then Press Ok.
6. Input The Default Password And Press Ok To Continue.
7. Enter The Auth Code When Prompted.
8. Swipe, Tap, Insert, Or Manually Enter The Card Details.
9. Press Ok To Confirm The Transaction.

Note: For Transactions Requiring A Cardholder Signature, Ensure Signature Capture Is Enabled. This Feature Can Be Managed Under The Registration Section Within The ZII's Credit Menu.

How To Add Tips Or Perform A Tip Adjustment

1. From The Home Screen, Tap The STAR Icon To Open The FAVORITES Menu.
2. Select ADD/EDIT TIP.
3. If Prompted, Enter The Default Or Manager Password.
When Asked, Select ALL.
4. Choose TRANSACTION #.
5. When the transaction amount appears, enter the TIP AMOUNT, then press OK.
6. If prompted, confirm the tip amount by selecting YES or NO (depending on your terminal's settings).
7. Repeat steps 5 and 6 for any additional transactions that need tip adjustments.
8. Once all tips are entered, press the final key to save changes.

How to Reprint a Receipt

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1. Tap the STAR icon to open the FAVORITES menu.
2. Select REPRINT RECEIPT.
3. If prompted, enter the default or manager password.
4. Choose how you'd like to locate the receipt — LAST, BY TRANSACTION #, or BY CARD NUMBER.
5. Follow the on-screen prompts, and the transaction receipt will print.

Note: If Your Dejavoo Z11 Does Not Print, Check That The Paper Roll Is Loaded Correctly With The Thermal Side Facing The Print Head. Also, Ensure The Printer Cover Is Securely Closed And The Paper Is Dejavoo-compatible.

How To Process a Refund

Credit Card Return

1. From the home screen, select CREDIT.
2. Choose RETURN.
3. Enter the total refund amount, then press CONFIRM.
4. Swipe, tap, or insert the card to process the refund.
5. Once completed, the terminal will print a receipt confirming the return.

Debit Card Return

1. From the home screen, select DEBIT.
2. Choose RETURN.
3. Enter the total refund amount, then press CONFIRM.
4. Swipe or insert the card to continue. The cardholder may be prompted to enter their PIN to verify the return.
5. Once the transaction is processed, the terminal will print a receipt confirming the refund.

Void Credit Transaction (Card Present)

1. From the home screen, select CREDIT.
2. Choose VOID.
3. Enter the amount to void, then press CONFIRM.
4. If prompted, enter the default or manager password.
5. Tap (for contactless) or insert the card to proceed.
6. Once the void is processed, the terminal will print a receipt showing the details of the voided transaction.

Void Transaction(Card Not Present)

1. Tap the STAR icon on the idle screen to open the FAVORITES menu.
2. Select VOID TRANSACTION.
3. If prompted, enter the default or manager password.
4. Choose BY TRANSACTION # to locate the specific transaction you wish to void.
5. Enter the transaction number, then confirm. (Some merchants may be prompted to confirm twice.)
6. Re-enter the default/manager password if requested.
7. Once processed, the terminal will print a receipt displaying the details of the voided transaction.

How to Settle a Daily Batch

1. From the home screen, tap the STAR icon to open the FAVORITES menu.
2. Select SETTLE DAILY BATCH.
3. When prompted, enter the manager password.
4. Once the batch is settled, the terminal will print a receipt for the merchant's records.

How to Fix a Batch Host Error

1. Access the MENU on your Z11 by tapping the three horizontal bars on the lower half of the screen.
2. Select APPLICATIONS, then choose HOST UTILITY.
3. Tap BATCH FEATURES.
4. Select SET BATCH # to assign a new batch number.
5. Enter a unique batch number that hasn't been used in the system.
6. Attempt to settle the batch to verify that the issue has been resolved.

How to Change the Date and Time on the Dejavoo Z11

The Dejavoo Z11 Does Not Automatically Update Date And Time, So Regular Adjustments Are Important, Especially After Daylight Saving Changes.

1. From the idle screen, press the green OK key or tap the three horizontal lines at the bottom-left of the home screen.
2. Select UTILITY.
3. Enter the default or manager password.
4. Choose SETTINGS.
5. Ensure the time is entered accurately in 24-hour format for proper transaction processing.
6. Select DATE & TIME.
7. Clear the current date and enter the correct one in MM/DD/YY format. Enter the time in 24-hour format (HHMMSS), then press the green OK key to save your changes.

How to Print Reports on the Dejavoo Z11

1. Press the F1 key to open the SERVICES MENU.
2. Select REPORTS.
3. Choose between DAILY REPORT or SUMMARY REPORT to proceed.
4. If prompted, enter the default or manager password.
5. After confirming your selection, the terminal will automatically print the report.

Troubleshooting And Tips **EP**

How to Download Terminal Software – Partial Download

1. Ensure that all open batches have been settled.
2. Access the core menu on your terminal.
3. Select UTILITY and enter the default password when prompted.
4. Choose SOFTWARE DOWNLOAD, then select CONNECT.
5. Select the connection method: ETHERNET, PPP (phone line), or WIFI.
6. Choose PARTIAL for a partial software download.
7. A TPN number will appear. Confirm that the number is correct.
8. When prompted to APPLY UPDATES, select YES.
9. The terminal may reboot automatically after downloading and installing the new software.

How to Reboot Your Dejavoo Z11

1. Press and hold the green OK key to initiate the reboot.
2. If prompted, select POWER OFF or POWER DOWN.
3. The terminal will display 'SYSTEM INITIALIZING', indicating that
4. the startup process has begun. This usually takes a few minutes.
Release the key once the terminal starts rebooting.

How to Perform a Power Cycle on the Dejavoo Z11

1. If connected via Ethernet, unplug the Ethernet cable from your Z11.
2. Disconnect the connection cable and power cord.
3. Leave the terminal unplugged for at least 10 seconds.
4. After this time, power on the Z11. The device will begin the power cycle process, which may take a few minutes.
5. Once the terminal has successfully powered on, reconnect the Ethernet and connection cables.

Note: Always unplug the Ethernet cord before the power cord to reduce the risk of a TAMPER ERROR. If a TAMPER ERROR occurs, contact Dejavoo support immediately.

How to Perform a Factory Reset on the Dejavoo Z11

Note: A factory reset will erase all data on the device, including transaction history and customized settings. Make sure to back up any critical data before proceeding.

1. Access the MENU on your Z11 by tapping the three horizontal bars on the bottom half of the screen.
2. Select UTILITY.
3. Choose SOFTWARE DOWNLOAD.
4. Select DELETE APPS.
5. Manually select the apps you wish to delete.
6. The terminal will reboot to complete the reset process.
7. If needed, repeat steps 1–6 to ensure all desired apps and data are cleared.

Common Error Messages on the Dejavoo Z11

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Below Are Standard Error Messages You May Encounter On Your Z11, Often Accompanied By Error Codes:

1. **CARD SWIPE ERROR** — The magstripe reader is not functioning. The transaction may need to be entered manually.
2. **COMM ERROR** — A communication error has occurred.
3. **EMV OFFLINE ERROR** — The EMV chip is not communicating with the bank server. The transaction may need to be entered manually.
4. **SETTLEMENT FAILED, RETRY** — The batch settlement failed; retry the operation.
5. **TERMINAL ID ERROR** — Indicates an issue with the terminal ID; check the configuration.

Tip: For Communication Errors, First Verify Your Network Connections. If The Issue Persists, Contact Dejavoo Client Services For Assistance.

PED Tampered / Tamper Detected Notification

If Your Dejavoo Z11 Displays Ped Tampered Or Tamper Detected, Do Not Attempt To Fix The Issue Yourself. Contact Dejavoo Support Immediately, As The Terminal Will Likely Need To Be Replaced.

End-of-Life Status

The Dejavoo Z11 replaces the Dejavoo Z11 Touch, which has been discontinued and is officially considered end-of-life.

How to Reach Dejavoo Customer Service

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For Any Issues Or Questions Regarding Your Dejavoo Z11,
You Can Reach Dejavoo Support Directly:

- Email: support@dejavoo.io
- Phone: 877-358-6797

The Support Team Can Assist With Technical Issues, Troubleshooting,
Or General Inquiries About Your Terminal.

