

EZZY PAYMENT

Dejavoo Z6



Dejavoo Z6

Device Setup & User Manual

Overview

Introducing The Dejavoo Z6 Pin Pad Terminal — A Powerful Payment Solution That Fits In The Palm Of Your Hand. Designed With Both Merchants And Customers In Mind, The Z6 Features A 3.5" Full-color Touchscreen, Integrated Nfc Technology, And An Intuitive Pin Pad For Seamless Transactions. For Businesses Looking To Reduce Their Carbon Footprint, It Also Supports Electronic Receipts, Minimizing Paper Use. Compact Yet Versatile, The Dejavoo Z6 Delivers The Perfect Balance Of Adaptability, Innovation, And Security—making It An Essential Tool For Modern Payment Solutions.



How to Load Paper Roll

- The Dejavoo Z6 Does Not Come With A Built-in Receipt Printer. This Means You Cannot Load Thermal Receipt Paper Directly Into The Device. Instead, Receipts Can Be Sent Electronically Via Email Or Sms, Helping Reduce Paper Waste And Supporting Eco-friendly Business Practices.

Turning the Device On/Off

- **To Power On:** Press And Hold The **Power Button** Until The Screen Lights Up And The Dejavoo Z6 Starts Up.
- **To Power Off:** Press And Hold The **Power Button** Again Until The Device Shuts Down Completely.

Setting Up an Ethernet Connection

1. On Your Z6 Touchscreen, Tap The **Wireless Icon** In The Top Corner (Next To The Date And Time).
2. Select Ethernet From The Options.
3. Make Sure The Ethernet Toggle Is Switched On.
4. When Prompted, Tap Connect.
5. The Z6 Will Verify The Connection And Assign An Ip Address. Once Complete, Your Device Is Online.

- **Note: The Dejavoo Z6 Does Not Support Wi-fi. It Operates Exclusively Through An Ethernet Connection.**

- **Default Password**

The Default Password For The Dejavoo Z6 Is: 1234. li

Connecting The Dejavoo Z6 To The Dejavoo Z8

- You Can Connect The Dejavoo Z6 To The Dejavoo Z8 Using A Standard Pos Cable. Once Connected, The Z6 Functions As A Pin Pad, Working Alongside The Z8 To Support Its Payment Processing Capabilities.

Accept Payments

Accepting Payments On The Dejavoo Z6

The Dejavoo Z6 Supports A Wide Range Of Payment Methods, Including:

- Emv Chip Cards
- Magstripe Cards
- NFC/contactless Payments (E.G., Apple Pay, Google Wallet, And More)
- It Works With All Major Card Brands, Including [Visa](#), [Mastercard](#), [Discover](#), And [American Express](#).
- For Security, The Z6 Is Built With [Pci Pts V4 Compliance](#), Protecting Sensitive Card Holder Data During Every Transaction. It Also Integrates With Various Pos Systems Through [Secure Payment Integration \(Spi\)](#).
- Merchants Should Check With Their Provider To Confirm Compatibility With Their Specific Pos Setup.

Processing A Chip Credit Sale On The Dejavoo Z6 EP

1. From The **Home Screen**, Select **Credit**.
2. Choose **Sale**.
3. Enter The **Sale Amount**, Then Press **Ok** To Confirm.
4. Ask The Cardholder To Insert Their **Emv Chip Card**, Tap (For Contactless), Swipe, Or Manually Enter Card Details If Needed.
5. When Prompted, The Customer Should Remove The Card.
6. The Device Will Process The Payment And Display Whether The Transaction Is **Approved Or Declined**.
 - A. In Some Cases, The Cardholder May Be Asked To **Sign** To Complete The Purchase.
7. Once The Transaction Is Complete, You Can Provide The Cardholder With A **Digital Receipt** Via Email Or Text, Or Print One Using A Compatible External Receipt Printer.



Manual Entry Credit Sale

1. From The Home Screen, Select **Credit**.
2. Tap **Sale**.
3. Enter The **Sale Amount** When Prompted, Then Press **Ok**.
4. When Asked To Authenticate The Payment, Select **Enter Card #**.
5. Manually Input The **Card Number, Expiration Date**, And, If Required, The **Billing Zip Code And Cid**.
6. The Z6 Will Process The Transaction And Indicate Whether It Is **Approved Or Declined**.
7. Provide A Receipt To The Customer By:
 - A. Sending Via **Email Or Text**, Or
 - B. Printing With A Connected **Pos Receipt Printer**.

Debit Sale

1. From The Home Screen, Select Debit.
2. Tap Sale.
3. Enter The Sale Amount And Press Ok.
4. Ask The Cardholder To Insert Their Card, Tap, Swipe, Or Manually Enter Card Details.
Then Select The Appropriate Application And Payment Method When Prompted.
5. The Customer Will Be Asked To Enter Their Pin On The Z6 Pin Pad To Authorize The Payment.
6. Once The Transaction Is Complete, Provide A Receipt By:
 - A. **Sending Via Email Or Text**, Or
 - B. **Printing With A Connected Pos Receipt Printer**.

Cash Sale

1. From The Home Screen, Select Cash.
 2. Tap Sale.
 3. Enter The Sale Amount And Press Ok.
 4. Once The Sale Is Recorded, Provide A Receipt To The Customer By:
 - A. Sending Via Email Or Text, Or
 - B. Printing With A Connected Pos Receipt Printer.
- **Note: To Process A Cash Sale On The Dejavoo Z6, You Must Have An App Installed That Supports Cash Transactions.**

Reprinting Receipts

The Dejavoo Z6 Does Not Have A Built-in Printer And Cannot Print Receipts On Its Own.

☒ To Print Or Reprint A Receipt, Connect Your Z6 To An Existing Pos Receipt Printer. This Allows You To Provide Customers With Printed Receipts And Maintain Transaction Records.

Processing A Refund (Credit Card Return)

1. From The Home Screen, **Select Credit.**
2. Tap **Return.**
3. Enter The Return Amount And **Press Ok.**
4. If Prompted, Enter The Manager **Password (Default: 1234).**
5. Ask The Customer To **Tap, Swipe, Or Insert The Card** That Was Used For The Original Transaction To Authenticate The Refund.
6. If Prompted, Press Ok To Confirm The Return Amount.
7. When Instructed, Have The Customer **Remove Their Card** From The Terminal.

Processing A Debit Card Return

1. From The Home Screen, **Select Debit**.
2. Tap **Return**.
3. Enter The Return Amount And **Press Ok**.
4. If Prompted, Enter The Manager **Password (Default: 1234)**.
5. Ask The Customer To **Tap, Swipe, Or Insert The Card** Used In The Original Transaction.

The Customer Will Then Be Prompted To **Enter Their Pin** On The Z6 To Authorize The Return.

6. If Prompted, Press **Ok** To Confirm The Return Amount.
7. When Instructed, Have The Customer **Remove Their Card** From The Terminal.

Processing A Cash Return

1. From The Home Screen, Select **Cash**.
2. Tap **Return**.
3. Enter The **Return Amount** When Prompted.
4. If Required, Enter The **Manager Password (Default: 1234)**.
5. Confirm The **Return Amount**.

Voiding A Credit Transaction (Card Present)

1. From The Home Screen, Select Credit.
2. Tap Void Transaction.
3. Enter The Void Amount And Press Ok.
4. If Prompted, Enter The Manager Password (Default: 1234).
5. Follow The On-screen Prompt To Tap, Swipe, Or Insert The Card Used In The Original Transaction.
6. Once The Transaction Is Successfully Voided, The Device Will Return To The Home Screen.
7. You Can Provide A Receipt For The Voided Transaction By:
 - A. **Sending Via Email Or Text, Or**
 - B. **Printing With A Connected Pos Receipt Printer.**

Voiding A Credit Transaction (Card Not Present)

1. From The Home Screen, Tap The Star Icon.
2. Select Void Transaction.
3. If Prompted, Enter The Manager Password (Default: 1234) And Press Ok.
4. Tap View To See Your Transactions. You Can Select By Transaction #, Last Transaction, Or Other Available Options.
 - A. If You Choose Transaction #, Enter The Exact Transaction Number.
5. Use The Previous Or Next Buttons To Locate The Transaction You Want To Void.
6. Select The Transaction And Tap Ok On The On-screen Prompt To Confirm The Void.
7. If Prompted, Re-enter The Manager Password.
8. Once The Transaction Is Voided, The Device Will Return To The Home Screen.
9. You Can Provide A Receipt For The Voided Transaction By:
 - A. Sending Via Email Or Text, Or
 - B. Printing With A Connected Pos Receipt Printer.

Printing Reports

The Dejavoo Z6 Does Not Include A Built-in Printer And Cannot Print Reports On Its Own.

To Print Transaction Or Sales Reports, Connect Your Z6 To An Existing Pos Receipt Printer. This Allows You To Generate Printed Records For Accounting Or Record-keeping Purposes.

Settings

Changing The Date And Time

1. Tap The **Menu** Icon (Three Horizontal Bars) On The Bottom Half Of Your Z6 Screen.
2. Select **Utility**.
3. If Prompted, Enter The **Manager Password** (Default: 1234) And **Press Ok**.
4. Tap **Settings**.
5. Select **Date And Time**.
6. If The Current Date And Time Are Correct, Leave Them As Is. Otherwise, Clear The Existing Entries And Input The Correct Information.
7. Enter The **Date** In **Mm/dd/yy** Format.
8. Select The Appropriate **Regional Time Zone**. The Z6 Displays Time In **24-hour (Military) Format**; Use The On-screen Keypad To Adjust Hours And Minutes As Needed.
9. Press **Ok** To Save Your Changes.

Troubleshooting & Tips

Operating Modes Of The Dejavoo Z6

The Dejavoo Z6 Offers Two Operating Modes:

1. **Dispatch Mode** — Use The Z6 As A Standalone Pin Pad Terminal For Processing Payments Directly.
2. **Simple Pin Pad Mode** — Use The Z6 As A Secure Card Reader That Works In Conjunction With Other Dejavoo Terminals To Receive Payment Authorization.

These Modes Give Merchants Flexibility In How The Z6 Is Deployed Within Their Payment Setup.

Performing A Factory Reset

Warning: A Factory Reset Will Erase All Data On The Device, Including Transaction History And Customized Settings. Be Sure To Back Up Any Important Data Before Proceeding.

To Reset Your Dejavoo Z6:

1. Tap The Menu Icon (Three Horizontal Bars) On The Bottom Half Of Your Screen.
2. Select Utility.
3. Tap Software Download.
4. Select Delete Apps.
5. Choose The Apps You Wish To Delete.
6. The Terminal Will Begin The Reset Process.
7. If Necessary, Repeat Steps 1–6 To Ensure All Apps And Settings Are Cleared.

Rebooting The Dejavoo Z6

There Are Two Ways To Reboot Your Z6:

Option 1 (Recommended):

1. Press The Power Button Once.
2. On The Touchscreen Menu, Select Reboot.
3. Allow The Device To Restart And Apply Changes.

Option 2 (Alternative):

1. Press And Hold The Power Button Until The Screen Flashes.
2. Release The Button And Allow The Z6 To Reboot.

Start With Option 1 Whenever Possible, Using Option 2 Only If The First Method Does Not Work.

Contacting Customer Service

For Any Issues Or Questions Regarding Your Dejavoo Z6,
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.

