

EZZY PAYMENT

Dejavoo Z8



Dejavoo Z8

Device Setup & User Manual

Overview

The Dejavoo Z8 Tri-comm (Dial, Ip, Wifi) Credit Card Terminal Is A Versatile Countertop Device Designed To Support Magstripe, Emv Chip, And Contactless Payments. With Its Sleek And Modern Look, It's An Ideal Choice For A Variety Of Businesses. The Terminal Features A Bright Backlit Lcd Display And A User-friendly Fifteen-key Keypad, Combining Style With Simplicity. Perfect For Restaurants And Retail Environments, The Z8 Delivers Both Functionality And Visual Appeal. From Setup And Customization To Ongoing Support, Our Dejavoo Z8 User Guide Provides Everything You Need To Get Started And Operate With Confidence.



SETUP

How To Load And Replace The Paper Roll

1. Lift Open The Top Cover Of The Terminal's Paper Compartment.
2. Place A New Dejavoo Z8 Paper Roll Inside, Making Sure The Paper Feeds From The Bottom Of The Roll.
3. Pull A Few Inches Of Paper Out Over The Top Edge Of The Compartment.
4. Close The Cover Securely And Tear Off Any Excess Paper.

Note: The Dejavoo Z8 Uses Thermal Paper Rolls Measuring 2¼" X 80' Or Smaller.

How To Set Up An Ethernet Or Wifi Connection

1. Make Sure The Dejavoo Z8 Is Not Connected To Wifi And That The Ethernet Cable Is Securely Plugged Into An Available Port On The Back Of The Device.
2. Press The Green Key To Open The Core Menu From The Main Screen.
3. Select Utility.
4. Choose Communications.
5. Select Local Parameters.
6. Choose Ethernet.
7. When Prompted For Mode Feature, Press The Green Key To Confirm.
8. Under Static Ip Feature, Choose Static And Press The Green Key Again To Confirm.
9. You Will Be Asked If You Want To Switch The Ethernet Mode From Dhcp To Static.
 - For Dhcp, Press F2 To Confirm.
 - For Static, Scroll Down And Select Static.
10. Press F2 To Confirm Yes.
11. Press Ok To Save And Confirm Your Settings.

Note: The Dejavoo Z8 Supports Ethernet Connectivity Using Static Ip Parameters

How To Connect To Wifi

1. From The Main Menu, Press The Green Button To Access The Core Menu.
 2. Select Utility.
 3. When Prompted, Enter The Manager Password (Default Is 1234).
 4. Under Utility, Select Communications.
 5. Choose Local Params.
 6. Select Wifi.
 7. Locate And Select Your Local Network.
 8. Choose Configure.
 9. Enter Your Network Password And Press The Green Button To Confirm.
- Note: It's Recommended To Avoid Using Special Characters In The Wifi Password, As The Terminal May Not Recognize Them.**
10. Press The Yellow Button, Then Select Connect.
 11. Press F2 To Confirm.

Once Connected, The Ip Address Field Should Display Valid Numbers (Not Zeros). If Connecting Via Ethernet, Ensure The Lan Cable Is Securely Inserted Into The Lan Port On The Back Of Your Dejavoo Z8.

How To Run A Ping Test

1. Press The F1 Key.
2. Select Comm Status From The Menu.
3. Under Networks, Press The Down Arrow Until You Find Ping.
4. Select Ping, Then Choose Google.
5. If The Display Shows Succeeded, The Connection Test Was Successful.

Default Manager Password:

The Default (Manager) Password For The Dejavoo Z8 Is 1234.

Accept Payments

Accepting Payments On The Dejavoo Z8

The Dejavoo Z8 supports all major credit cards, including Visa, Mastercard, American Express, and Discover. It also works seamlessly with popular mobile payment methods such as Apple Pay and Google Wallet. Additionally, the Z8 can process gift card transactions when the gift card feature is enabled on your payment device.

How to Enable or Disable Card Types

1. From the Home Screen, select Applications.
2. If prompted, enter the Manager Password (default is 1234).
3. Select Credit/Debit/EBT and press OK.
4. Choose Set Up.
5. Select Card Types.
6. Scroll down to find the card type you want to modify.
7. Toggle the option On or Off to Enable or Disable the card type.
8. Once updated, the selected card type will be Activated or Deactivated accordingly.

How to Process a Sale

1. Enter the sale amount and press OK.
2. Process the card by tapping, swiping, or inserting it into the terminal.
3. When prompted, confirm the sale amount by selecting Yes or pressing F2.
4. The transaction will be processed, and receipts will automatically print with the sale details.

How to Process a Manual (Keyed-In) Sale

1. Enter the sale amount and press OK.
2. Manually enter the customer's card number when prompted.
3. Follow the Card-Not-Present (CNP) prompts by entering details such as the expiration date, ZIP code, and any other required information.
4. Once complete, the transaction will be processed, and detailed sales receipts will automatically print.

Debit Sale

How to Process a Debit Sale

1. From the Home Screen, select Debit and press OK.1.
2. Press OK again and choose Sale.
3. Enter the sale amount and press OK to confirm.
4. Select the Credit Card option.
5. Press Yes or F2 to confirm.
6. Allow the cardholder to enter their PIN on the terminal or external PIN Pad, then press OK.
7. Once the transaction is processed, a sales receipt will automatically print.

How to Process a Cash Sale

1. From the terminal, select Cash.
2. Enter the sale amount and press OK to confirm.
3. After completing the transaction, a receipt will automatically print.

How To Process A Forced Sale

1. Enter The Total Credit Sale Amount.
2. Press The Yellow Key With The Left-pointing Arrow.
3. Scroll To The Ticket Option And Press Ok To Confirm.
4. Re-enter The Total Sale Amount And Press Ok.
5. Enter The Default/manager Password (Default Is 1234) And Press Ok To Proceed.
6. Enter The Authorization (Auth) Code Provided By The Card Issuer.
7. Process The Card By Swiping, Tapping, Inserting, Or Manually Entering The Card Details. If Prompted, Provide Avs (Address Verification System) Information.
8. Press Ok To Confirm The Transaction.
9. Note: For Restaurant Sales Processed Via The Dejavoo Z8 With Aura, Merchants May Be Prompted To Enter The Server Id Before Completing The Sale.

How To Reprint Receipts

1. From The Main Menu, Press F1 To Open The Services Menu.
2. Use The Arrow Keys To Highlight Favorites And Press Ok.
3. Highlight Reprint Cr/db Receipt And Press Ok.
4. Enter The Manager Password When Prompted.
5. Select The Desired Option: Last, By Transaction Number, Or By Card Number, Then Press Ok.
6. The Selected Transaction Receipt Will Print Automatically.

How To Print A Presale Ticket

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1. Presale Tickets Are Used To Allow Merchants To Add Tips For Customers, Commonly In Restaurants.
2. Press F3 To Access The Favorites Menu, Or Tap The Star Icons At The Bottom Of The Display.
3. Select Presale Ticket And Press Ok To Confirm.
4. Enter The Sale Amount And Press Ok.
5. The Ticket Will Print Shortly. Customers Should Complete The Presale Ticket And Return It To The Cashier With Payment.

Note: Setting The Print Options To 0 Allows Some Dejavoo Models To Operate In No Paper Mode.

How To Refund

Credit Card Return

1. From The Home Screen, Press The Key Until Return Appears.
2. Enter The Return Amount And Press Ok To Confirm.
3. Confirm The Return By Pressing F2 (Yes) Or Cancel With F4 (Cancel).
4. Enter The Manager Password When Prompted.
5. Process The Card By Tapping, Inserting, Swiping, Or Manually Entering The Card Number.
6. The Transaction Will Be Processed, And Return Receipts Will Print With The Transaction Details.

Void Credit Card Transaction (Card Present)

1. From The Home Screen, Press The Key Until Void Appears.
2. Enter The Void Amount And Press Ok To Confirm.
3. Confirm The Void Amount By Pressing F2 (Yes) Or Cancel With F4 (Cancel).
4. Enter The Manager Password When Prompted.
5. Process The Credit Card.
6. Confirm The Void Amount Again By Pressing F2 (Yes) Or F4 (No).
7. Once The Transaction Is Processed, The Voided Receipt Will Automatically Print.

Void Transaction(Card Not Present)

1. From The Main Menu, Press F1 To Access The Services Menu.
2. Use The Arrow Keys To Highlight Favorites And Press Ok.
3. Highlight Void Cr/db Trans And Press Ok.
4. Select By Transaction Number And Press Ok.
5. Enter The Transaction Number To Be Voided And Press Ok.
6. Approve The Void Amount By Pressing F2 (Yes) Or Cancel With F4 (No).
7. Enter The Manager Password When Prompted.
8. The Transaction Will Be Processed, And A Void Receipt Will Print With The Transaction Details.

Batch Settings

How To Change Batch Time

1. Press The Green Key To Access The Core Menu.
2. Select Settlement.
3. Enter The Manager Password (Default Is 1234) If Prompted.
4. If Available, Select Batch Settings.
5. Use The Keypad To Adjust The Batch Time As Needed, Using Military Time Format (Hh:mm).

How To Change The Batch Number

1. From The Core Menu, Select Applications.
2. Choose Credit/debit/ebt.
3. Select Host Utility.
4. Choose Batch Features.
5. Select Set Batch #.
6. Use The Keypad To Clear The Current Batch Number (Using The Yellow Backspace Key) Or Enter A New Batch Number (Press Green Ok To Confirm).
7. Confirm Your Changes When Ready.

Note: A “Settlement Failed” Response Code Can Have Multiple Causes, But It Often Occurs Due To A Duplicate Batch Number.

How To Settle The Daily Batch Report

1. From The Main Menu, Press F1 To Open The Services Menu.
2. Use The Arrow Keys To Highlight Settlement And Press Ok.
3. Highlight Settle Daily Batch And Press Ok To Confirm.
4. Enter The Manager Password When Prompted.
5. Allow The Terminal To Establish Communication With The Host.
6. Once Complete, The Settlement Receipt Report Will Automatically Print.

How To Manually Settle The Daily Batch Report

1. From The Main Menu, You Will See Options Such As Credit And Sale.
2. Press The Green Key To Access The Core Menu.
3. Select Settlement.
4. Choose Settle Daily Batch.
5. When Prompted, Enter The Manager Password And Press The Green Key To Confirm. The Terminal Will Communicate This Information To The Host.
6. If Needed, Adjust Tips Before Continuing. If There Are No Tips To Settle And No Errors To Correct, Press F2.
7. After Processing, A Receipt Will Print With The Full Details Of The Settlement Report.

How To Reprint A Settlement Receipt

1. Press F1 From The Main Menu.
2. Select Favorites.
3. Choose Reprint Receipt.
4. Select How You Want To Organize The Receipts: By Transaction #, By Card Number, Or The Lastsettlement/transaction.
5. Choose The Relevant Option And Continue.
6. Select Whether To Reprint A Merchant Copy Or A Customer Copy.
7. The Settlement Receipt Will Then Print.

How To Change The Detail Batch Report To Summary

1. Press F1 from the Main Menu.
2. Select Application.
3. Choose Debit/Credit, then select Report.
4. Enter the Manager Password when prompted.
5. Select Report Generator, then choose Summary.
6. Select All twice.
7. Choose EDC, then press Yes to confirm.
8. Press Enter, then select Save as Default to apply the changes.

How to Clear a Batch

1. From The Home Screen, Select Applications.
2. Choose The Type Of Batch You Wish To Clear: Credit, Debit, Or Ebt.
3. Select Host Utility. Enter The Manager Password (Default Is 1234) If Prompted.
4. Choose Batch Features.
5. Select Delete Open Batch And Confirm To Delete.

Note: Merchants May Be Asked To Confirm This Action Twice Before The Batch Is Cleared.

Settings

How to Change the Date and Time

1. From The Main Menu, Access The Core Menu.
2. Select Utility.
3. Enter The Manager Password When Prompted.
4. Choose Settings.
5. Select Date And Time.
6. If The Date Is Correct, Press Ok. If Not, Use The Yellow Backspacekey To Clear It, Then Enter The Correct Date In Mm/dd/yy Format.
7. Enter The Time In 24-hour Military Format And Confirm.

How To Turn The Beep On Or Off On Your Dejavoo Z8

1. Press Ok To Access The Core Menu.
2. Select Utility.
3. Choose Settings.
4. Select Keyboard.
5. Choose Yes To Enable The Beep Or No To Disable It.

How To Adjust Tips On The Dejavoo Z8

1. Press F3 to access the Favorites Menu.
2. Scroll down and select Edit Tip.
3. You will see two options: Untipped and Adjust Tipped.
4. To modify an existing tip, select Adjust Tipped.
5. You will be directed to the Add Tip By menu, offering three options: Server ID, Transaction #, or Last 4 Digits.
6. Choose the relevant option. For Transaction #, enter the transaction number.
7. Edit the tip as needed and select Confirm Adj. Tip.
8. Press F2 to finalize and confirm the adjustment.

How To Print Reports On The Dejavoo Z8

1. From the Main Menu, press F1 to access the Services Menu.
2. Use the arrow keys to highlight Reports and press OK.
3. Highlight the desired report type (e.g., Daily Reports, History Reports, Summary Reports) and press OK.
4. Enter the Manager Password when prompted.
5. The selected report will print.

Note:

- **This process does not complete a sale. A separate sale transaction must be performed after a presale ticket with the cardholder's card.**
- **The Z8 also allows printing of reports for offline transactions.**

Troubleshooting And Tips

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How to Download Terminal Software on the Dejavoo Z8

Download Via USB

Follow These Steps Using The Mini Usb/usb Adapter Cables Provided With Your Terminal:

1. Plug The Usb Key Into Your Laptop Or Desktop.
2. Locate The Usb Key On Your Drive List.
3. Open The Usb Drive.
4. Create A New Folder Named Download (No Spaces).
5. Place The Terminal Profile File Into The Download Folder.
6. Connect The Mini B Male Usb To Female A Usb Adapter.
7. Plug The Male Usb Into The Mini Usb 1 Port On The Back Of The Terminal.
8. Ensure The Terminal Is Powered On.
9. Position The Dejavoo Z8 Upright.
10. Remove The Usb Key From Your Computer.
11. Insert The Usb Key Into The Female A Adapter.
12. The Terminal Will Display "Reading Usb Directory."
13. Press And Hold The Green Button To Select The Tpn On The Terminal Display, Then Press F2 To Confirm And Apply The Updates.

Partial Download

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How To Download Terminal Software Via Ethernet On The Dejavoo Z8

1. Ensure that all open batches have been settled.
2. Access the Core Menu.
3. Select Utility and enter the Manager Password (default is 1234) if prompted.
4. Choose Software Download, then select Connect.
5. Select Ethernet as the connection method.
6. Choose Partial.
7. A TPN number will appear on the screen. If it is correct, press the Green OK to confirm.
8. When prompted to Apply Updates, select Yes to proceed.
9. The terminal may reboot during the download and installation process.

Note: Merchants Should Verify That Their Ethernet Settings Are Correct Before Starting The Software Download.

How To Retrieve Information From A USB Drive On The Dejavoo Z8

1. Insert the USB drive into your computer, locate it in your list of drives, and open it.
2. In the main directory of the USB drive, create a new folder named Download.
3. Download the Terminal Profile (TPN) from the STEAM system (if not already done) and save it in the Download folder on the USB drive.
4. Locate the Mini B USB to A USB adapter included with your Z series terminal.
5. Flip the terminal over and connect the Mini B USB end to the Mini USB 1 port on the bottom of the device.
6. Set the terminal upright and ensure it is powered on.
7. Remove the USB drive from your computer and connect it to the A end of the adapter. The terminal will display "Reading USB Directory."
8. When the TPN file from the Download folder appears on the terminal display, tap TPN on the screen.
9. If prompted about available updates, select Yes to confirm.
10. The terminal will download the software, restart, and prompt you to confirm the date and time.
11. Once back on the Main Screen, the terminal will automatically start a key exchange.

Dejavoo Z8 Common Error Messages

Here Are Some Common Error Messages You May Encounter On Your Dejavoo Z8, Along With Their Meanings:

- **CARD SWIPE ERROR** — The magstripe card reader is not functioning properly.
- **COMM ERROR** — There is a communication issue with the terminal.
- **QD # or RB #** — Indicates a rejected or failed batch.
- **Settlement Failed** — The batch settlement was
- **Unsuccessful and needs attention.**

These Messages Typically Appear With Their Corresponding Error Codes On The Terminal Display.

How To Perform A Factory Reset On The Dejavoo Z8

1. Access The Menu On Your Z8 (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 Automatically.
7. If Necessary, Repeat Steps 1–6 To Ensure All Desired Apps Are Removed.

Note: Performing 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.

How to Reboot Your Dejavoo Z8

1. Press And Hold The Power Button Until The Screen Begins To Flash.
2. You May See A Message Reading "System Initializing."
3. The Terminal Will Automatically Reboot And Reset.

PED Tampered / Tamper Detected Notification

If your Dejavoo Z8 displays "PED TAMPERED" or "TAMPER DETECTED", do not attempt to fix the issue yourself. Contact Dejavoo Support, as the terminal will likely need to be replaced.

How to Reach Dejavoo Customer Service

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For Any Issues Or Questions Regarding Your Dejavoo Z8,
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.

