PaymentCloud

Dejavoo Z8
— User Manual —
& Setup Guide

Overview

The Dejavoo Z8 Tri-Comm (Dial, IP, WiFi) credit card machine is a multifaceted countertop terminal that supports magstripe, EMV, and contactless payment options. The stylish design makes it an excellent fit for a range of business types, and its backlit LCD display and fifteen-key keypad offer the best of both worlds: sophistication and ease. Ideal for restaurants and retail storefronts, the Z8 is where form meets function, making it an outstanding fit for merchants prioritizing versatility and aesthetics. From customizable settings to customer support, our Dejavoo Z8 User Guide will outline all you need to know.

Click here to purchase the Dejavoo Z8 terminal from our online shop.

Additional Information

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Setup

How to Load and Change Paper Roll
1. Open the terminal's top paper compartment.
2. Insert the correct Dejavoo Z8 paper roll size, ensuring the paper feeds from the bottom.
3. Extend a few inches of paper from the top of the roll.

Note: The Dejavoo Z8 paper size measurements are 2-1/4" x 80' thermal paper or less.

How Do You Turn On/Off
Power On: Press and hold the POWER BUTTON until the device turns on.
Power Off:
1. Press and hold the POWER BUTTON located on the side or back of the device.
2. Confirm power off: Hold the POWER BUTTON until asked to confirm that you want to turn it off.
3. Release the POWER BUTTON once the screen goes dark. The device is powered off.

How To Set Up an Ethernet or Wifi Connection
Connect to Ethernet
1. Verify that the Dejavoo Z8 is not connecting to Wifi and that the Ethernet cable is plugged into an available port on the back of your device.
2. Hit the GREEN KEY to prompt the core menu from the main menu.
3. Select the UTILITY option.
4. Choose the COMMUNICATIONS option.
5. Select LOCAL PATTERNS.
6. Pick the ETHERNET option.
7. Mode Feature: PRESS the GREEN button to select OK.
8. Static IP Feature: Choose STATIC and PRESS the green button to confirm.
9. You will be asked if you want to change Ethernet mode from DHCP to Static. For DHCP, PRESS F2 to confirm. For Static, scroll down and select STATIC.
10. Press F2 for YES.
11. Click OK to confirm your option.

Note: Ethernet connectivity is supported by STATIC IP parameters.

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Setup Cont.

Connect to WiFi
1. At the main menu, press the GREEN BUTTON to access the core menu.
2. Find and select the UTILITY option.
3. Enter the Dejavoo Z8 manager password when prompted.
4. Below the UTILITY option, click COMMUNICATIONS.
5. Choose LOCAL PARAMS.
6. Select WIFI.
7. Find your local network.
8. Select CONFIGURE.
9. After entering the local network password, confirm by pressing the GREEN BUTTON. Per the Dejavoo Z line handbook, merchants are discouraged from using special characters in composing their network password.
10. Press the yellow button, then select CONNECT.
11. To confirm, press F2.
12. Note: The IP address should not display with zeros and show as connected. For those connecting via Ethernet, be sure there is a LAN cable connected to the LAN port on your DejaVoo Z8.

How To Do a Ping Test
1. Press the F1 key.
2. On your menu display, select COMM STATUS.
3. Under NETWORKS, press the down arrow key until you see the PING option.
4. You will see two options after pressing PING: GATEWAY and GOOGLE. Select GOOGLE.
5. Text reading SUCCEEDED on the display will indicate that the ping test was successful.

Dejavoo Z8 - Default Password
The default/manager password for the Dejavoo Z8 is 1234.

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Accept Payments

The DejaVoo Z8 accepts all major credit cards, including Visa, Mastercard, American Express, and Discover. It is also fully compatible with mobile payment options like Apple Pay and Google Wallet. Furthermore, the Z8 is able to accept gift cards, provided the gift card feature is enabled on your payment device.

How To Enable/Disable Card Types
1. Select APPLICATIONS from the home screen.
2. If asked, enter the Dejavoo Z8 default/manager password.
3. Press OK on CREDIT/DEBIT/EBT.
4. Press SET UP.
5. Press CARD TYPES.
6. Scroll down to desired card removal.
7. Choose either On/Off to Enable/Disable.
8. Card type has been Activated/Deactivated.

How To Process a Sale
Chip Credit Sale
1. Enter the sale amount and press OK.
2. PROCESS the card by tapping, swiping, or inserting.
3. Click YES or F2 to CONFIRM the sale amount.
4. The transaction is processed. Receipts will print with sale details.

Manual Entry Credit Sale
1. Enter the sale amount and press OK.
2. Manually enter the card number.
3. Follow the CNP prompts (enter exp. date, ZIP code, etc).
4. The transaction has been processed, and detailed sales receipts will print automatically.

Debit Sale
1. Select DEBIT on your terminal home screen and press OK.
2. Click the OK button and choose SALE.
3. Enter the sale amount. Press OK to confirm.
4. Choose 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 and press OK.
7. When the transaction is processed, a sales receipt will print.

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Accept Payments Cont.

Cash Sale
1. Find and select CASH.
2. Enter the sale amount. Press OK to confirm.
3. After each transaction is processed, a receipt will print.

Forced Sale
1. Enter the total amount for the credit sale.
2. Press the yellow key with the arrow pointing to the left.
3. Scroll up to the TICKET option. Press OK to confirm.
4. After entering the total amount of the sale again, press OK.
5. Enter the default password, then press OK to proceed.
6. Enter AUTH CODE.
7. Swipe, tap, insert, or manually enter card number details. If prompted, include AVS information.
8. Press OK to confirm.
9. Note: Restaurant sales authorized via the Dejavoo Z8 with Aura may ask merchants to enter the server ID before making sales.

How To Reprint Receipts
1. In the main menu, press F1 to access the SERVICES menu.
2. Using the arrow keys, highlight FAVORITES and press OK to confirm.
3. Using the arrow keys, highlight REPRINT CR/DB RECEIPT and press OK to confirm.
4. Enter the manager password when prompted.
5. Highlight desired options (LAST, BY TRANSACTION NUMBER, or BY CARD NUMBER) and press OK.
6. Allow the transaction receipt to print.

How To Print a Presale Ticket
1. Presale tickets allow merchants to add tips for customers at restaurants.
2. Press F3 to access the terminal Favorites Menu, or tap the STAR icons on the bottom of the display screen.
3. Select PRESALE TICKET and press OK to confirm.
4. Hit sale amount and press OK to confirm.
5. The ticket will print shortly after. Customers should complete the presale ticket and return it to the cashier with payment.
6. Note: Adjusting print options to 0 allows some Dejavoo models to operate in No Paper Mode.

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Accept Payments Cont.

How To Refund

Credit Card Return

1. Press the key from your terminal home screen until RETURN appears.
2. Enter the RETURN AMOUNT and press OK to confirm.
3. Return the amount by pressing F2 (YES) or F4 (CANCEL).
4. Enter the manager password when prompted.
5. Tap, insert, swipe, or manually enter card number.
6. The transaction is processed. Return receipts will print with details of the transaction.

How To Void Sale

Void Credit Transaction (Card Present)

1. Press the key on the terminal home screen until VOID appears.
2. Enter VOID AMOUNT and press OK to confirm.
3. Select the VOID AMOUNT by pressing F2 (YES) or F4 (CANCEL).
4. Enter the manager password when prompted.
5. Processes the credit card.
6. Confirm the VOID AMOUNT by pressing F2 (YES) or F4 (NO).
7. After the transaction is processed, the voided receipts will print.

Void Credit Transaction (Card Not Present)

1. At the main menu, press F1 to access the SERVICES MENU.
2. Use the arrow keys to highlight FAVORITES and click OK.
3. Use the arrow keys to highlight VOID CR/DB TRANS and press OK.
4. Use the arrow keys to 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 F4 (NO).
7. Enter the manager password when prompted.
8. The void is processed. Void receipts will print with details of the transaction.

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Batch Settings

How To Change Batch Time
1. Press the green key to be directed to the core menu.
2. Select SETTLEMENT.
3. Enter default manager password if prompted.
4. If prompted, select BATCH SETTINGS.
5. Use the keypad to adjust time details as needed in military time format.

How To Change Batch Number
1. From the core menu, select APPLICATIONS.
2. Select CREDIT/DEBIT/EBT.
3. Select HOST UTILITY.
4. Select BATCH FEATURES.
5. Select SET BATCH #.
6. Use the keypad to either clear the current batch number or enter a new one. Clearing the batch number can be done using the yellow backspace key, while entering a new one requires use of the green OK button.
7. Confirm when ready.

Note: While SETTLEMENT FAILED response codes can be attributed to a number of factors, they are often the result of a duplicate batch.

How To Settle the Daily Batch Report
1. Starting at the main menu, press F1 to access the SERVICES menu.
2. Use the arrow keys to highlight SETTLEMENT and press OK to confirm.
3. With the arrow keys, highlight SETTLE DAILY BATCH and press OK to confirm.
4. Enter the manager password when prompted.
5. Establish the terminal's communication with the host.
6. Settlement Receipt Report prints.

How To Manually Settle the Daily Batch Report
1. On the main menu, there are two primary options: CREDIT and SALE.
2. Press the green key to be directed to the core menu.
3. Select SETTLEMENT.
4. Select SETTLE DAILY BATCH.
5. When prompted, enter the manager password, then press

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Batch Settings Cont.

the green key to confirm. Your terminal will then display this information to the host.

6. If necessary, adjust tips before continuing. If there are no tips to settle and no errors to correct, press F2.
7. After processing, a receipt will then be printed with details of the settlement report.

How To Reprint Settlement Receipt
1. Press F1.
2. Select FAVORITES.
3. Select REPRINT RECEIPT.
4. You will be presented with a series of options for organizing receipts: BY TRANSACTION #, BY CARD NUMBER, or for the last settlement or transaction (LAST).
5. Select the relevant option and proceed.
6. You will be asked if you wish to reprint a MERCHANT COPY or a CUSTOMER COPY. Select the relevant option and proceed.
7. The settlement receipt will then be reprinted.

How To Change Detail Batch Report to Summary
1. Press F1.
2. Select APPLICATION.
3. Select DEBIT/CREDIT, then REPORT.
4. Enter the manager password when prompted.
5. Select REPORT GENERATOR, then SUMMARY.
6. Select ALL twice.
7. Select EDC, then YES to confirm.
8. Select ENTER, then SAVE AS DEFAULT.

How to Clear Batch
1. From the home screen, select APPLICATIONS.
2. Select the relevant option for which batch you wish to clear: CREDIT, DEBIT, or EBT.
3. Select HOST UTILITY. Enter default password if prompted.
4. Select BATCH FEATURES.
5. Select DELETE OPEN BATCH, then confirm to delete. Merchants may be asked to confirm this process twice.

Settings

How To Change the Date and Time
1. Access the core menu from the device's main menu.
2. Locate the UTILITY option.
3. Enter the manager password when prompted.
4. Select the SETTINGS option.
5. Next, choose DATE AND TIME.
6. If the date is correct, click OK. If not, use the yellow backspace key to clear it, then enter the correct date in MM/DD/YY format. Time should be entered in 24-hour military format.

How To Turn the Beep Off on your Dejavoo Z8
1. Press OK to access the core menu.
2. Select UTILITY.
3. Select SETTINGS.
4. Select KEYBOARD.
5. Select YES or NO to turn the beep on or off.

How to Adjust Tips
1. Select F3 to access the FAVORITES menu.
2. Scroll down and select EDIT TIP.
3. You will see a menu with two options: UNTIPPED and ADJUST TIPPED.
4. If you want to adjust an existing tip, select ADJUST TIPPED.
5. You will then be directed to an ADD TIP BY menu with three primary options: SERVER ID, TRANSACTION #, and LAST 4 DIGITS.
6. Select the relevant option. If you selected TRANSACTION #, enter transaction number.
7. Edit tip as needed and then CONFIRM ADJ. TIP.
8. Press F2 to confirm.

How To Print Reports
1. From the main menu, press F1 to access the SERVICES menu.
2. Use the arrow keys to highlight REPORTS and click OK.
3. Use the arrow keys to highlight your report type (DAILY REPORTS, HISTORY REPORTS, SUMMARY REPORTS, etc.) and click OK.
4. Enter the manager password when prompted.
5. REPORT prints.

Note: This is NOT a sale. A sale transaction will need to be completed after the presale ticket with the cardholder's card. The Z8 also offers the option to print reports for offline transactions.

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Troubleshooting & Tips

How To Download Terminal Software

Download via USB

Follow these steps using the Mini USB/USB adapter cables that come with your Dejavoo Z8:

1. Plug the USB key into a laptop or desktop.
2. Locate the USB key on your drive list.
3. Access it via the USB drive.
4. Add a new folder on your USB directory titled DOWNLOAD (no spaces).
5. Place the downloaded Terminal Profile File into the DOWNLOAD folder.
6. Locate the Mini B Male USB and link to Female A USB adapter.
7. Link the Male USB with the Mini USB 1 port located on the back of the terminal.
8. Confirm device is powered on.
9. Flip your Dejavoo Z8 right-side up.
10. Remove the USB key from your laptop or desktop.
11. Plug the USB key into the Female A adapter.
12. Terminal will read "READING USB DIRECTORY."
13. Press and hold the green button to select the TPN on their Dejavoo display, then press F2 to confirm and apply updates.

Partial Download

1. Start by ensuring all open batches have been settled.
2. Access the core menu.
3. Select UTILITY. Enter default password when prompted.
4. Select SOFTWARE DOWNLOAD, then CONNECT.
5. Select ETHERNET.
6. Select PARTIAL.
7. You will be presented with a TPN number. If the number is correct, press the green OK to confirm.
8. When presented with the option to APPLY UPDATES, select YES to confirm.
9. Your terminal may reboot upon downloading and installing new software.

Note: Merchants are encouraged to ensure that their Ethernet settings are correct before proceeding with a download.

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Troubleshooting & Tips Cont.

How To Retrieve Information From a USB Drive
1. Insert the USB drive, find it in your list of drives, and select it.
2. In the main directory of your USB drive, create a new folder and name it "Download."
3. If you haven't done so yet, download the Terminal Profile from the STEAM system. Save the Terminal Profile (TPN) in the "Download" folder on the USB drive's main directory.
4. Find the Mini B USB to A USB adapter in the packaging for your Z series terminal.
5. Flip the device over, then connect the Mini B USB end to the Mini A USB 1 port on the bottom of the terminal.
6. Set the terminal upright, and make sure it is powered on before continuing.
7. Remove the USB drive from your computer and connect it to the A end of the adapter. The device will then show "Reading USB Directory."
8. When the TPN file from the Download folder appears on the terminal display, tap TPN on the screen.
9. The terminal will ask if there are any updates. Click YES to confirm.
10. The terminal will begin downloading the software, restart, and prompt you to confirm the date and time.
11. After the terminal returns to the main screen, it will automatically start a key exchange.

Dejavoo Z8 Common Error Messages
Below is a list of other common messages you may receive on your Dejavoo Z8 screen, alerting you of an error that must be addressed. These usually appear along with their corresponding error codes:

- CARD SWIPE ERROR: Magstripe card reader not functioning.
- COMM ERROR: Communication error.
- QD # or RB #: Rejected or failed batch.
- Settlement Failed: Self-explanatory.

Note: From 2019-2020, Dejavoo users encountered issues with terminals freezing up, accompanied by a blank screen, during the "System Initializing" process. This issue was partly due to corrupt Linux software, and Dejavoo has since worked with Castles Technology to alleviate the issue.

Troubleshooting & Tips Cont.

How To do a Factory Reset
1. Start by accessing the MENU on your Z8, i.e. the three horizontal bars on the bottom half of your screen.
2. Select UTILITY.
3. Select SOFTWARE DOWNLOAD.
4. Select DELETE APPS.
5. Manually select the apps you wish to delete.
6. At this point, the terminal will start to reboot.
7. If necessary, repeat steps 1-7.

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Back up any important data before proceeding with a factory reset.

How To Reboot Your Dejavoo Z8
1. Press and hold down the power button until your screen begins to flash.
2. You may see a display that reads SYSTEM INITIALIZING.
3. Terminal will begin a reboot/reset.

Ped Tampered/Tamper Detected Notification
If a text on your Dejavoo Z8 reads either PED TAMPERED or TAMPER DETECTED, do not attempt to fix the problem yourself. Instead, contact Dejavoo support, as your terminal will likely need to be replaced.

How To Reach Customer Service
If you have any customer service issues related to your Dejavoo terminal, reach out to Dejavoo via the following options:

Call Me Feature
1. From the main menu, PRESS the F4 key to submit a CALL ME request or tap the CALL ME icon.
2. The terminal will send the request to Dejavoo's technical support team.
3. Afterward, a technician from Dejavoo or your service provider will contact you on the phone number linked to your account.

Phone or Email Dejavoo Systems:
For direct assistance, call Dejavoo Systems customer support at (877) 358-6797 or email support@dejavoosystems.com

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