

Dejavoo Z6

— User Manual —
— & Setup Guide —





Overview

Introducing the Dejavoo Z6 pin pad terminal, an elevated payment solutions tool that fits in the palm of your hand. The Z6 boasts a thoughtful design, a 3.5” color touchscreen, integrated NFC capabilities, and an easy-to-use PIN pad. For merchants hoping to reduce their carbon footprint, the Z6 also offers an electronic receipt option. The Dejavoo Z6 terminal is your gateway to modernized payment solutions, combining adaptability and security in one small, innovative package.

Click here to [purchase the Dejavoo Z6 terminal](#) from our online shop.

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Setup

How to Load Paper Roll

The Dejavoo Z6 lacks a built-in receipt printer, so it is not possible to load thermal receipt paper into this device.

How to Turn On/Off

1. Power On: Press and hold down the power key until your Dejavoo Z6 is activated.
2. Power Off: Press down the power key on your Dejavoo Z6 until the device powers off.

How to Set Up an Ethernet

Connect to Ethernet

1. To get started, click on the wireless icon in the corner of your Z6 touchscreen (located next to the DATE AND TIME).
2. Select ETHERNET.
3. Ensure that the Ethernet radio button on your screen is turned on.
4. When prompted, press CONNECT.
5. At this point, your Z6 should verify that your Ethernet is connecting to an IP address. Your Dejavoo Z6 is now connected via Ethernet.

The Dejavoo Z6 cannot connect to WiFi, as it is an Ethernet-powered payments tool.

Dejavoo Z6 - Default Password

The default password for the Dejavoo Z6 is 1234.

How to Connect the Dejavoo Z6 to the Dejavoo Z8

A simple POS cable can connect the Dejavoo Z6 to the Dejavoo Z8. By connecting these two devices, the Z6 pin pad can effectively support the Z8's processing capabilities.

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Accept Payments

Accepting Multiple Payments on the Dejavoo Z6

The Dejavoo Z6 is compatible with most payment types, including EMV chip, magstripe, and NFC/contactless options. It accepts payments from all the leading card brands: Visa, Mastercard, Discover, and American Express. The Z6 is also fully compatible with mobile payment options like Apple Pay and Google Wallet.

The Dejavoo Z6 is bolstered by PCI-compliant defense measures (PCI PTS v4). It safeguards sensitive cardholder data and ensures security when processing customer transactions. It is compatible with an assortment of POS systems via Secure Payment Integration. Merchants should inquire with their provider to ensure that their Dejavoo Z6 is compatible with their POS system.

How to Process a Sale

Chip Credit Sale

1. Select CREDIT.
2. Select SALE from your menu's home screen.
3. Enter SALE AMOUNT.
4. Press OK to confirm.
5. The cardholder will be asked to tap, swipe, insert the card, or enter the card details manually to authenticate payment. Cardholders insert their EMV chip card or exercise the contactless tap option.
6. Remove card when prompted.
7. The transaction will either be approved or declined. The cardholder may be asked to sign for the purchase.
8. The merchant has the option to send the cardholder a sales receipt via email or text or by printing using an existing POS receipt printer.

Manual Entry Credit Sale

1. Select CREDIT.
2. Select SALE from your menu's home screen.
3. When prompted, enter SALE AMOUNT.
4. Press OK to confirm.
5. The cardholder will be asked to tap, swipe, insert the card, or enter the card details manually to authenticate payment. Select ENTER CARD #.
6. The merchant will manually enter the number of the card used in the transaction. You will also be asked to enter the expiration date and possibly the billing zip code and CID.*

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Accept Payments Cont.

7. The transaction will either be approved or declined.
8. The merchant will have the option to send the cardholder a receipt for their sale via email or text or by printing using an existing POS receipt printer.

** Note: Following this step, you may be asked if this is a card-present or card-not-present (CNP) transaction. If this transaction is CNP, please follow instructions on entering card code security and AVS details.*

Debit Sale

1. Select DEBIT.
2. Select SALE from your menu's home screen.
3. Enter SALE AMOUNT.
4. Press OK to confirm.
5. The cardholder will be asked to tap, swipe, insert the card, or enter the card details manually in order to authenticate payment. When prompted, select the relevant application and payment method.
6. Customers will be prompted to enter PIN details on the Z6 PIN pad before finalizing their purchase.
7. The merchant will then have the option to send the cardholder a receipt for their sale via email or text or by printing using an existing POS receipt printer.

Cash Sale

1. Select CASH.*
2. Select SALE from your menu's home screen.
3. Enter SALE AMOUNT.
4. Press OK to confirm.
5. The merchant will then have the option to send the cardholder a receipt for their sale via email or text or by printing using an existing POS receipt printer.

** Note: To run a cash sale on the Dejavoo Z6, you must have an app installed that allows for this process.*

How to Reprint Receipt

The Dejavoo Z6 has no built-in printer and cannot print or reprint customer receipts. However, users can connect their Z6 device to an existing point-of-sale receipt printer for printing and keeping records of customer transactions.

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How to Process a Refund

1. Credit Card Return.
2. Select CREDIT.
3. On your device's home screen, select RETURN.
4. When prompted, enter RETURN AMOUNT.
5. Press OK to confirm.
6. If prompted, enter Manager Password (1234).
7. Tap, swipe, or insert the card used during the original transaction to authenticate the return.
8. If prompted, press OK to confirm RETURN AMOUNT.
9. When prompted, remove the card from the terminal.

Debit Card Return

1. Select DEBIT.
2. On your device's home screen, select RETURN.
3. Enter RETURN AMOUNT.
4. Press OK to confirm.
5. If prompted, enter Manager Password (1234).
6. Tap, swipe, or insert the card used during the original transaction to authenticate the return. The cardholder will be prompted to enter their PIN details on the Z6 to finalize the return.
7. If prompted, press OK to confirm RETURN AMOUNT.
8. When prompted, remove the card from the terminal.

Cash Return

1. Select CASH.
2. On your device's home screen, select RETURN.
3. When prompted, enter RETURN AMOUNT.
4. If prompted, enter Manager Password (1234).
5. When prompted, confirm RETURN AMOUNT.

How to Void Transaction

Void Credit Transaction (Card Present)

1. Select CREDIT.
2. Select VOID TRANSACTION.
3. Enter the VOID amount on your Dejavoo keypad, then press OK to confirm.
4. If prompted, enter Manager Password (1234).
5. Upon selection, a prompt to void the transaction will appear on your screen.*
6. Tap, swipe, or insert the card used during the transaction to authenticate.

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8. Upon confirmation of the voided transaction, you will be redirected to your Z6 home screen.
9. The merchant will then have the option to send the cardholder a receipt for the voided transaction via email or text or by printing using an existing POS receipt printer.

** Note: Successfully voiding a card-present transaction is contingent on the details of the terminal's configuration.*

Void Credit Transaction (Card Not Present)

1. Tap the STAR ICON on your home screen.
2. Select VOID TRANSACTION.
3. If prompted, enter Manager Password (1234).
4. Press OK to confirm.
5. Upon selecting VIEW, you will be presented with options for viewing your transactions: TRANSACTION #, LAST TRANSACTION, etc. Select an option using your Z6 touchscreen. If you select TRANSACTION #, you will be asked to enter the exact number for that transaction.
6. Select the transaction you'd like to void using the PREVIOUS or NEXT buttons on your touchscreen.
7. Upon selecting the appropriate transaction, a prompt to void said transaction will appear on your screen. Use your touchscreen to select the OK option within the prompt.
8. If prompted, enter the Manager Password again.
9. Upon confirmation of the voided transaction, you will be redirected to your Z6 home screen.
10. The merchant will then have the option to send the cardholder a receipt for the voided transaction via email or text or by printing using an existing POS receipt printer.

How to Print Reports

The Dejavoo Z6 does not have a built-in printer and cannot print reports. However, users can connect their Z6 device to an existing point-of-sale receipt printer to print reports.

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Settings

How to Change the Date and Time

1. Access the MENU on your Z6, i.e., the three horizontal bars on the bottom half of your screen.
2. Select UTILITY.
3. If prompted, enter Manager Password (1234), then press OK to confirm.
4. Select SETTINGS.
5. Select DATE AND TIME.
6. If the listed date and time are accurate, leave as is. If adjustment is needed, clear the time details before re-entering them correctly.
7. Enter the relevant information for DATE in the MM/DD/YY format.
8. Enter the regional time zone into your Dejavoo Z6 device. It will display in 24-hour clock/military time format. Use the Z6's alphanumeric keypad to adjust time details as needed.
9. Press OK to confirm changes.

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Troubleshooting & Tips

Different Operating Modes for the Dejavoo Z6

The Dejavoo Z6 has two operating modes: DISPATCH and SIMPLE PIN PAD. The DISPATCH option allows merchants to utilize their Dejavoo Z6 as a straightforward pin pad terminal, while the SIMPLE PIN PAD alternatives allows for the Z6 to be used as a secure card reader able to receive authorization via other Dejavoo terminals.

How to Do a Factory Reset

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 with a factory reset.

To perform a factory reset on the Dejavoo Z6, follow these steps:

1. Start by accessing the MENU on your Z6, 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.

How to Reboot the Dejavoo Z6

There are two potential options for rebooting your Dejavoo Z6. The first involves pressing the power button, a menu will appear on your Z6 touchscreen. The menu will display the following options:

- POWER OFF
- REBOOT
- AIRPLANE MODE
- SILENT MODE

Select REBOOT and let the changes take effect.

The other option for rebooting your device involves pressing and holding the power button until the screen flashes. It is recommended to start with the first option and use the second option as an alternative.

How to Reach Customer Service

If you have any customer service issues related to your [Dejavoo terminal](#), contact Dejavoo directly, either via email (support@dejavoo.io) or telephone (877-358-6797).

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