

# Dejavoo Z9

## — User Manual — & Setup Guide





## Overview

With its advanced touchscreen, vivid display, and easy-to-use keyboard, the Dejavoo Z9 Wireless terminal makes processing transactions convenient and straightforward. Its built-in thermal printer and long-lasting battery make it an ideal fit for merchants on the go. Enhance your business with the Dejavoo Z9. Check out this quick reference guide (QRG) for troubleshooting tips and tricks!

Click here to [purchase the Dejavoo Z9 terminal](#) from our online shop.

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## Setup

### How to Load a Paper Roll in the Printer

At the top of the terminal, locate the black tab and pull it towards you. The paper cover will pop open. Place the thermal paper into the holder. The paper roll size merchants should use is 2" x 50". Close the top of the case by snapping it into place. The paper should feed from the terminal screen.

### How to Turn On/Off:

#### Turn On:

1. Press the POWER button to turn on the terminal.

#### Turn Off:

1. Press the STAR key to access the FAVORITES menu.
2. Press POWER OFF to turn off.

### How to Set Up an Ethernet or Wifi Connection

#### Connect to WiFi

1. From the main menu, press the Green Button to access the Core Menu.
2. Press 4 for UTILITY.
3. Press 3 for "Communications."
4. Press 2 for "Local Params."
5. Press 3 for "WiFi."
6. Press 1 for "Scan Network."
7. Tap on the network from the list to which you'd like to connect.
8. Press 2 for "Configure."
9. Press 1 for "Set Password."
10. Use the keypad to input the network's password. Click the Green Key when complete.
11. Press the yellow back button and select "Connect."
12. Press F2 to confirm the network connection.

*Note: The IP address should not display with zeros and show as connected.*

#### Connect to Ethernet

The Dejavoo Z9 is not compatible with Ethernet connectivity.

### Dejavoo Z9 - Default Password

The default password for the Dejavoo Z9 is 1234.

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## Setup Cont.

### How to Do a Full Download or Partial Download for Terminal Software

After setting up the Terminal Profile Number (TPN) in the STEAM system, you need to download the necessary firmware, software, and encryption keys to the terminal.

#### Via Modem:

*Note: Ensure there is an active phone line connected to the terminal's modem port underneath the terminal.*

1. Press the Green Key to access the Core Menu from the idle prompt.
2. Tap UTILITY.
3. Tap SOFTWARE DOWNLOAD.
4. Tap DIAL PPP communication method.
5. Tap either FULL or PARTIAL.
6. Enter the unique 10-12 digit alphanumeric TPN.
7. Press the Green Key (Note: When inputting a repeated digit, pause between entries to avoid scrolling to letters as this entry is alphanumerically capable.)
8. Terminal will ask, "Apply Updates?" Tap YES.
9. The terminal will download and install your software, reboot, and prompt you to confirm the date and time, then return to the idle prompt.

#### Via Ethernet:

*Note: Ensure there is an active LAN cable connected to the terminal's LAN port on the underneath of the terminal.*

1. From the idle prompt, press the Green Key to access the Core Menu.
2. Tap UTILITY.
3. Tap SOFTWARE DOWNLOAD.
4. Tap ETHERNET communication method.
5. Tap either FULL or PARTIAL.
6. Enter the unique 10-12 digit alphanumeric TPN.
7. Press the Green Key (Note: When inputting a repeated digit, pause between entries to avoid scrolling to letters as this entry is alphanumerically capable.)
8. Terminal will ask, "Apply Updates?" Tap YES.
9. The terminal will download and install your software, reboot, and prompt you to confirm the date and time, then return to the idle prompt.

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## Setup Cont.

### Via GPRS:

*Note: Downloading over GPRS will use SIM Data. A USB download or download through a docking station is alternatively recommended. You will first need to change the SIM APN access in the terminal. Additionally, be sure the correct APN is updated in the STEAM system TPN.*

From the idle prompt, press the Green Key to access the Core Menu.

1. Tap UTILITY
2. Tap SOFTWARE DOWNLOAD
3. Tap GPRS communication method
4. Tap either FULL or PARTIAL
5. Enter the unique 10-12 digit alphanumeric TPN
6. Press the Green Key (Note: When inputting a repeated digit, pause between entries to avoid scrolling to letters as this entry is alphanumerically capable.)
7. Terminal will ask, "Apply Updates?" Tap YES
8. The terminal will download and install your software, reboot, and prompt you to confirm the date and time, then return to the idle prompt.

### Via WiFi:

*Note: Downloading over GPRS will use SIM Data, a USB download or download through a Docking station is alternatively recommended. You will first need to change the SIM APN access in the terminal, additionally, be sure the correct APN is updated in the STEAM system TPN.*

1. From the idle prompt, press the Green Key to access the Core Menu.
2. Tap UTILITY.
3. Tap SOFTWARE DOWNLOAD.
4. Tap WiFi communication method.
5. Tap either FULL or PARTIAL.
6. Enter the unique 10-12 digit alphanumeric TPN.
7. Press the Green Key (Note: When inputting a repeated digit, pause between entries to avoid scrolling to letters as this entry is alphanumerically capable.)
8. Terminal will ask, "Apply Updates?" Tap YES.
9. The terminal will download and install your software, reboot, and prompt you to confirm the date and time, then return to the idle prompt.

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## Setup Cont.

### Via USB:

1. Insert the USB key into your computer.
2. Find the USB key (removable disk) on your list of drives, and click on it to access the USB drive.
3. Create a new folder on your USB root directory and name it "download." without any spaces.
4. Place the .TAR File (Terminal Profile) you downloaded from the STEAM system into a folder you just created named download on the root directory of your USB key. \*Note: The .TAR file does not need to be uncompressed.
5. In Your Z Series Terminal Packaging, find the Mini B Male USB to Female A USB adaptor.
6. Plug the smaller male USB end into the Mini USB 1 port found on the underside of the terminal. (Turn the terminal over)
7. Turn over the Dejavoo terminal so it is right side up, make sure it is powered ON.
8. Eject your USB key from your Computer and insert the USB key into the larger Female end of the adaptor you connected to the terminal.
9. The terminal will display "Reading USB Directory." The TPN file(s) you placed in the download folder will appear on the terminal display.
10. Tap the TPN on the terminal display.
11. Terminal will ask, "Apply Updates?" Tap YES.

### Via Docking Station:

1. Connect the desired communication option to the appropriate port.
2. Place the Z9 onto the docking station.
3. For Ethernet:
  - a. Plug CAT5 IP Cable into LAN Port.
  - b. Place Z9 on Dock.
  - c. Follow instructions to download software via Ethernet.
4. For Modem:
  - a. Plug Phone Cable into LINE Port.
  - b. Place Z9 on Dock.
  - c. Follow instructions to download software via Modem.

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## Accept Payments

### How to Process a Sale

The Dejavoo Z9 can accept Apple Pay, Google Wallet, and Samsung Pay, as well as EMV chip cards.

#### Chip Credit Sale:

1. On the terminal home screen, press CREDIT.
2. Press SALE.
3. (If used in a restaurant): Enter SERVER # and press OK.
4. Enter the SALE AMOUNT. Press OK.
5. Tap (contactless only) or insert your chip card.
6. If asked, confirm the sale amount by selecting YES or NO.
7. You've processed the transaction.
8. Sales receipts will print with details of the transaction.

#### Manual Entry Credit Sale:

1. On the terminal home screen, press CREDIT.
2. Touch the SALE icon.
  - a. (If used in a restaurant): Enter SERVER # and press OK.
3. Enter the SALE AMOUNT and press OK.
4. Manually enter card #.
5. Follow the CNP prompts (enter exp. date, ZIP code, etc).
6. You've processed the transaction. Sales receipts will print with details.

#### Debit Sale:

1. On the terminal home screen, press DEBIT.
2. Press SALE
  - a. (If used in a restaurant): Enter SERVER # and press OK.
3. Enter the SALE AMOUNT and press OK.
4. Tap, swipe, or insert chip card.
5. When asked the sale amount, confirm by tapping YES or NO.
6. Get cardholder to enter their PIN and press OK.
7. The transaction is processed. Sales receipts will print with details.

#### Cash Sale:

1. On the terminal home screen, press CREDIT.
2. Tap CASH.
3. Enter SALE AMOUNT and press OK.
4. The terminal will print the cash receipts and return to the idle prompt.

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## Accept Payments Cont.

### How to Reprint Receipt

1. Tap the STAR key to access the FAVORITES menu.
2. Press REPRINT RECEIPT.
3. If asked, enter Manager Password (1234).
4. Press the preferred option (LAST, BY TRANSACTION #, or BY CARD NUMBER).
5. Follow prompts and transaction receipt prints.

### How to Process a Refund

#### Credit Card Return

1. On the terminal home screen, press CREDIT.
2. Press RETURN.
  - a. (If used in a restaurant): Enter SERVER # and press OK.
3. Enter the RETURN AMOUNT and tap OK.
4. Tap swipe, insert chip card, or manually enter card.
5. If asked, confirm the sale amount by pressing YES or NO.
6. The return is processed. Sales receipts will print with details.

#### Debit Card Return

1. On the terminal home screen, press CREDIT.
2. Tap DEBIT in the menu list.
3. Tap SALE.
4. Tap RETURN.
5. Enter RETURN AMOUNT and press OK.
6. If the amount shown is correct, press OK to confirm. If not, press CANCEL and re-enter the amount (if password is requested, the default is 1234).
7. Swipe or insert the Debit Card.
8. The customer needs to enter the PIN on the Encrypted terminal PIN Pad or Encrypted External PIN Pad and press OK.
9. The terminal flashes the host response and prints the return receipt.

#### Cash Return

1. On the terminal home screen, press CREDIT.
2. Press CASH in the menu list.
3. Press SALE.
4. Press RETURN.
5. Enter RETURN AMOUNT and press OK.

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## Accept Payments Cont.

### How to Void Transaction

#### Void Credit Transaction (Card Present)

1. On the terminal home screen, press CREDIT.
2. Tap VOID.
  - a. (If used in a restaurant): Enter SERVER # and press OK.
3. Enter the VOID AMOUNT and press OK.
4. If asked, confirm the void amount by pressing OK or CANCEL.
5. If asked, enter Manager Password (1234).
6. Tap or insert chip card.
7. The transaction is voided. Void receipts will print with details.

#### Void Credit Transaction (Card Not Present)

1. From the idle prompt, tap the STAR key to go to the FAVORITES menu.
2. Press VOID TRANSACTION.
3. If asked, enter Manager Password (1234).
4. Tap BY TRANSACTION #.
5. Enter TRANSACTION # to be voided and press OK.
6. Confirm the void transaction by pressing SELECT.
7. If asked, confirm the void amount by pressing OK or CANCEL.
8. If asked, enter Manager Password (1234).
9. The transaction is voided. Void receipts will print with details.

### How to Print Reports

1. From the idle prompt, tap the STAR key to get to the FAVORITES menu.
2. Tap DAILY REPORT or SUMMARY REPORT.
3. If asked, enter Manager Password (1234).
4. The report will print.

### How to Close Batch

1. From the idle prompt, tap the STAR key to get to the FAVORITES menu.
2. Tap SETTLE DAILY BATCH.
3. If asked, enter Manager Password (1234).
4. The terminal will communicate with the host.
5. The Settlement Report will print.

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## Settings

### How to Change the Date and Time

*Note: When the terminal is powered on, it will prompt you to confirm the date and time is correct. If it is correct, press F2. If it is incorrect, press F4. Follow the terminal prompts to update to the correct date and time. The time in the terminal must always be entered in a 24-hour clock (military) format. The date is formatted as MM (2-digit month), DD (2-digit day), and YY (2-digit year). Time is in Military format: HH (2-digit hour), MM (2-digit minute), SS (2-digit second). Both entries are done without spaces.*

1. From the idle prompt, press OK to get to the Core Menu.
2. Tap UTILITY ( If asked, enter the password; the default is 1234).
3. TAP SETTINGS.
4. TAP DATE AND TIME.
5. If the date displayed is correct, press OK. If the date displayed is incorrect, press the Yellow BACKSPACE to clear it, then enter the correct date using the following format: MM/DD/YY.
6. If the time displayed is correct, press OK. If incorrect, press the Yellow Backspace Key to clear it, then enter the correct time using the 24-hour clock (military) format.

### How to Toggle Off Sleep Mode

1. Go to Menu.
2. Tap UTILITY.
3. Tap SETTINGS.
4. Tap POWER MANAGEMENT.
5. Tap MODE.
6. Tap OFF.

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## Troubleshooting & Tips

### How to do a Factory Reset

*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.*

#### Access Core Menu

1. Tap UTILITY.
2. Tap SOFTWARE DOWNLOAD.
3. Tap DELETE APPS.
4. Individually select the listed apps.
5. The terminal will Reboot.
6. Repeat the process if needed.

### How to Reboot

1. Press and hold the POWER button on the keyboard.
2. Release once the terminal starts the reboot process.

### How to Fix Comm Error:

First, do a PING test:

1. Press F1.
2. Go to Comm Status.
3. Press the Down Arrow twice or the Up Arrow once.
4. Tap OK on PING.
5. Tap Google.com.
6. Tap OK.

If the PING test fails, there is an internet issue. Troubleshoot by restarting the router or modem. If the PING test succeeds, continue to the following instructions:

1. Check the date and time on the terminal. If the terminal has an incorrect date, this can cause a comm error. This can be fixed by editing the date and time.
2. If the time is incorrect, fix it and run a test transaction. If the time is correct and everything else tried up to this point still has not worked, contact your Internet Service Provider ISP and verify port 443 is "whitelisted" (open).

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## Troubleshooting & Tips Cont.

### How to Access the iPOSpays Portal

To access the [iPOSpays portal](#), you must first set up an account with the help of your dedicated account agent when you sign up for a merchant account.

### How to Reach Customer Service

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

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