


# DEJAVOO Z9 REFERENCE GUIDE (RESTAURANT)










| CREDIT SALE  | MANUAL CREDIT SALE  | DEBIT SALE  |
|--|---|---|
| <ul style="list-style-type: none"> <li>❶ Input <b>Sale Amount</b> and press <b>OK</b></li> <li>❷ Input <b>TIP AMOUNT</b> if prompted and press <b>OK</b></li> <li>❸ <b>Press OK</b> to confirm Sale Amount</li> <li>❹ Insert or Swipe Card</li> </ul>  | <ul style="list-style-type: none"> <li>❶ Input <b>Sale Amount</b> and press <b>OK</b></li> <li>❷ Input <b>TIP AMOUNT</b> if prompted and press <b>OK</b></li> <li>❸ <b>Press OK</b> to confirm Sale Amount</li> <li>❹ Manually Enter Card #                             <ul style="list-style-type: none"> <li>- If AVS prompts, input AVS information</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>❶ Tap the word "Credit" then Tap the word Debit for "Debit / Sale Enter Amount"</li> <li>❷ Input <b>Sale Amount</b> and press <b>OK</b></li> <li>❸ Input <b>TIP AMOUNT</b> if prompted and press <b>OK</b></li> <li>❹ <b>Press OK</b> to confirm Sale Amount</li> <li>❺ Insert or swipe card</li> <li>❻ Input PIN # and press <b>OK</b></li> </ul> |
| VOID TRANSACTION   | RETURN TRANSACTION  | SETTLEMENT  |
| <ul style="list-style-type: none"> <li>❶ Tap the word "Sale" then Tap the word Void for "Credit/ Void Enter Amount"</li> <li>❷ Input <b>VOID Amount</b> and press <b>OK</b></li> <li>❸ If prompted input Manager Password (1234 default)</li> <li>❹ Insert or swipe card</li> <li>❺ When prompted tap "YES"</li> <li>❻ Receipts Print</li> </ul> | <ul style="list-style-type: none"> <li>❶ Tap the word "Sale" then Tap the word RETURN for "Credit/ Return Enter Amount"</li> <li>❷ Input <b>RETURN Amount</b> and press <b>OK</b></li> <li>❸ If prompted, input Manager Password (1234 default)</li> <li>❹ Insert or swipe card</li> <li>❺ When prompted tap "YES"</li> <li>❻ Receipts Print</li> </ul>                       | <ul style="list-style-type: none"> <li>❶ From the idle prompt tap the <b>Favorites icon</b> on the display: </li> <li>❷ Tap <b>BATCH CR/DB</b></li> <li>❸ If prompted, input Manager Password (1234 default)</li> </ul>  |

## Need help?

Please contact Softek Merchant Services at [787-777-4711](tel:787-777-4711) or email us at [merchantservices@softekpr.com](mailto:merchantservices@softekpr.com)

# DEJAVOO Z9 REFERENCE GUIDE (RESTAURANT)

| PRINTING LAST RECEIPT  | WIRELESS ICON INDICATORS (MOBILE UNITS ONLY)  | PRINTING REPORTS  |
|--|---|---|
| <ol style="list-style-type: none"> <li>❶ From the <b>Idle Prompt</b> tap the <b>Favorites icon</b> on the display: </li> <li>❷ Tap <b>Credit/Debit/EBT</b></li> <li>❸ Tap <b>Reprint</b></li> <li>❹ If prompted, input Manager Password</li> <li>❺ Tap <b>Last</b></li> <li>❻ Tap <b>Merchant Copy</b> or <b>Customer Copy</b></li> </ol>   |  GPRS Signal Strength Indicator<br><br> Battery Strength Indicator<br><br> Wi-Fi Not Connected<br><br> Wi-Fi Connected Successfully | <ol style="list-style-type: none"> <li>❶ From the <b>Idle Prompt</b> tap the <b>Favorites icon</b> on the display: </li> <li>❷ Tap <b>Credit/Debit/EBT</b></li> <li>❸ Tap <b>Report</b></li> <li>❹ If prompted, input Manager Password</li> <li>❺ Tap desired report type</li> <li>❻ Receipts Print</li> </ol> |
| TIP ADJUSTMENT   |   |   |
| <ol style="list-style-type: none"> <li>❶ From the <b>Idle Prompt</b> tap the <b>Favorites icon</b> on the display: </li> <li>❷ Tap <b>Edit Tip CR/DB</b></li> <li>❸ Tap <b>All</b></li> <li>❹ Tap <b>Transaction #</b></li> <li>❺ Input transaction # and press <b>OK</b></li> <li>❻ Input tip amount and press <b>OK</b></li> <li>❼ <b>Press OK</b> to confirm total amount</li> <li>❽ Press <b>X</b> to go back to the main screen</li> </ol> |   |   |

**Need help?**

Please contact Softek Merchant Services at **787-777-4711** or email us at [merchantservices@softekpr.com](mailto:merchantservices@softekpr.com)