



Quick Reference GUIDE

Dejavoo Quick Reference Guide

Dejavoo: Z1, Z3, Z6, Z8, Z9 and Z11.
Dejavoo: V5S, V8S, V8S Plus, V9S and V9S Plus.
Dejavoo: V5, V8, V8 Plus, V9 and V9 Plus.

SWITCHING TO GIFT OR LOYALTY

- Hit the down arrow key to switch between credit/gift/loyalty. If there are no arrow keys, you can touch the current application on the screen to switch. For example, if it says credit, touch that on the screen and now you can select either gift or loyalty.
- After choosing gift or loyalty, you can press the yellow key and choose the transaction type that you want.

GIFT ISSUE (ADD \$ VALUE TO CARD)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

GIFT REDEEM (TAKE \$ VALUE FROM CARD)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

LOYALTY ISSUE (ADD POINTS TO CARD)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
On Promo Loyalty? Prompt, press F4 to choose NO
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

LOYALTY REDEEM (TAKE POINTS FROM CARD)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
On Promo Loyalty? Prompt, press F4 to choose NO
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

LOYALTY ENROLLMENT (ADD A LOYALTY CUSTOMER)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
Key in desired customer demographics or leave field(s) blank and press Enter

PROMO ISSUE (ISSUE CUSTOM ITEMS/VALUES)

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
On Promo Loyalty? Prompt, press F2 to choose YES
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
Use the up/down arrows to choose the Value Code and press Enter

PROMO REDEMPTION

Key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
On Promo Loyalty? Prompt, press F2 to choose YES
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
Use the up/down arrows to choose the Value Code and press Enter

BALANCE INQUIRY

Select Balance Inquiry and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)

TRANSFER GIFT

Select Transfer and press Enter
Swipe Current Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
Swipe New Card (or Manually key in card and press Enter)
Use the up/down arrows to choose Close Reason and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
On Transfer All Balances? Prompt, Press F4 to choose NO
Key in the desired amount to Transfer and press Enter

*File must be created by credit card processor



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TRANSFER LOYALTY

Select Transfer and press Enter
Swipe Current Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
Swipe New Card (or Manually key in card and press Enter)
Use the up/down arrows to choose Close Reason and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
On Transfer All Balances? Prompt, Press F4 to choose NO
Key in the desired amount to Transfer and press Enter

TRANSFER ALL

Select Transfer and press Enter
Swipe Current Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
Swipe New Card (or Manually key in card and press Enter)
Use the up/down arrows to choose Close Reason and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
On Transfer All Balances? Prompt, Press F2 to choose YES

RETURN GIFT

Select Return, key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

RETURN LOYALTY

Select Return, key in the desired amount and press OK
Swipe Card on the Idle Screen (or Manually key in card and press OK)
On Promo Loyalty? Prompt, press F4 to choose NO
Key in Employee ID/Password (if prompted) and press OK
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card

RETURN PROMO

Select Return, key in the desired amount and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
On Promo Loyalty? Prompt, press F2 to choose YES
Key in Employee ID/Password (if prompted) and press Enter
On Need Activating?, choose F2 for YES if new card, F4 for NO if existing card
Use the up/down arrows to choose the Value Code and press Enter

RENEWAL

Select Renewal and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Employee ID/Password (if prompted) and press Enter
Key in new Expiration Date (MM/DD/YY) and press Enter

VOID

Select Void and press Enter
Swipe Card on the Idle Screen (or Manually key in card and press Enter)
Key in Auth Code and press Enter
Key in Employee ID/Password (if prompted) and press Enter

REPORT

Use the up/down arrows to REPORTS and press Enter
Use the up/down arrows to DAILY or SUMMARY and press Enter
Settlement (Clears local transactions)
Press OK on the Idle Screen
Use the up/down arrows to SETTLEMENT and press Enter
Use the up/down arrows to SETTLE DAILY BATCH and press Enter

 Instructions may vary based on program options. If employee number or employee passwords are used they will appear as prompts for each transaction type. Please talk to a company representative for more details on these options.

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Dejavoo Common Errors

Error: Retry - Comm Error.

Fix: Do a full download again.

Error: Transaction Not Configured.

Fix: Clear all applications from the terminal. Credit and gift. Do a full download.

Error: Retry

Fix: Make sure there is no space after the client, location, terminal, integration auth or integration password fields.