



# Clearant Dejavoo Z6 Pinpad Setup

The pinpads do not come equipped with a receipt printer, rather, transaction receipts are printed on your existing POS receipt printer. The Dejavoo pinpad utilizes your local network and internet connection to send and receive all data. On the wired Z6 unit, the USB connection is used strictly to power the device. The wireless Z1 and Z11 units are battery powered. The below setup instructions are for the recommended Z6 wired model, but can also be used as a rough guide for the Z1 and Z11 wireless models.

If you are a brand new Clearant user (as in, this is your very first pinpad), did you have your **"activations appointment"** with Clearant yet? If not, please email [activations@clearant.com](mailto:activations@clearant.com) before continuing.

## To configure your device:

1. Make sure that your **receipt printer** is functioning normally with Bookmanager. Without an attached receipt printer, you will not receive merchant or customer copies of pinpad receipts.
2. Connect a **Cat 5e ethernet cable** (may be included with your Dejavoo unit) to the ethernet port on the splitter cable (pictured below) running from the Dejavoo pinpad. Connect the other end of the ethernet cable to a free port on your internet enabled router/modem/switch.



3. Connect the included USB cable to the Dejavoo's splitter cable, then to either a free USB port on your computer, or to a USB power block that plugs into a wall outlet. This USB connection is for power only; no data is transferred via USB on these units.
4. Upon making the USB connections, the Dejavoo pinpad will power up and search for available internet. If it is successful, the pinpad's screen will soon display the current time and date, and ask you if this time is correct. If so, use the touch screen to press **Yes**.





5. If no internet is detected, the screen will display, **"Failed to connect to network. Run Main Menu?"** Choose **No**, then make certain that the ethernet cable coming from the Dejavoo's splitter is connected to a router/modem/switch that indeed has an internet connection. Power the device off then on again until the **"Current time is..."** screen is displayed, indicating internet is available.
6. After confirming the current time and date, the pinpad will initialize. This may take a minute. Eventually, the pinpad's screen will display **POS Online**. You are now ready to configure the pinpad in Bookmanager. **NOTE:** After initializing, if the screen does not say **POS Online**, then the pinpad was not configured correctly by Clearent. In that case, you will need to call Clearent Support at **855-558-3414** and explain that you are unable to see "POS Online" on the main screen even though you have an internet connection. They will likely walk you through downloading an update to the device.
7. Within your Bookmanager software and on the station you want to access the pinpad from, press **ALT + S** to access your setup options. Next, select option **f) POS (Point-of-sale)**, then option **u) Setup pinpad payment device**. Press **Enter** on **C) Change service provider** and type **Yes** to make changes. Select **Clearent (Dejavoo pinpad) USA** from the list and press **Enter**.
8. Back in the previous setup menu, select **A) API key**. Clearent will have provided Bookmanager support staff with a password protected Excel spreadsheet containing your device's unique **API Key**. You will need to contact Bookmanager for the 32-character API Key, which can be pasted here. Leave the **DeviceID** field blank, as it will be automatically filled in by Bookmanager after running a test communication to finalize the device setup.

**NOTE:** If you have already configured a pinpad to work with another Bookmanager station, you can also input that pinpad's API Key and DeviceID so that **multiple stations can access the same pinpad**. Previously connected pinpads will be listed below the API Key field, along with a station number, so you can type that station number in the API Key field and press **Enter** to recall the API Key and DeviceID.

9. With the **API key** field filled in, press **Enter** to save that change. Now you can test the pinpad by selecting option **T) Test communications with Clearent and pinpad**. This may take up to ten seconds, but you should see a message saying that a \$0.01 charge has been sent to the pinpad, and for you to press the **red Cancel** button on the pinpad to complete the test. If the test communication fails, you will be notified immediately. A failed test means that the API Key is incorrect / does not match the device. If Bookmanager immediately indicates a successful test, but \$0.01 did not appear on the device screen, then an incorrect API key was entered or the device has not been configured by Clearent correctly.
10. Next, you must ensure that your tendering options have been configured to work with your new pinpad. Go to **ALT + S, f) POS (Point-of-sale)**, then **l) Setup tendering names**. Arrow down to the **PinPad** tendering option and make sure its **InUse** column is set to **Yes**. If not, **Edit** the PinPad line and change it to **Yes** and press **PgDn** to save.
11. Lastly, you have two **end-of-day sales tape** / GL posting configurations to choose from:
  - a. If you would like separate totals for each card type posted in Bookmanager's end-of-day sales totals / tapes area, you need to check the names given to your card tenders, as they must be standardized for the pinpad to recognize them when a transaction is finalized. Your card names need to be exactly as follows (order is not important, and you only have to enable the card types you accept): **Visa, MCard, Debit, Amex, Discover, and Diner**. Any completed payment that does not match the above



will be posted as **PinPad** in your end-of-day totals and General Ledger. You can use option **N) Tender names and links** to see if your tenders have been named in a way that will match with Clearent.

- b. If you would like all your card types rolled up into one total on the end-of-day sales totals, simply **Edit**, blank out the card names, and set **InUse** to **No** for all your accepted cards in the **ALT + S, f) POS (Point-of-sale), I) Setup tendering names** area. All your cards will be combined under a line item called **PinPad**.

## Notes

- Upon completing a sale, the first receipt printed will be your standard Bookmanager receipt, but with credit card payment details appended to the bottom. You can choose to have a second, smaller merchant receipt print for your records if you set **M) Merchant copy printing (unless signature req'd)** to **Enabled**. This merchant receipt contains information such as the transaction ID that may be useful if a problem arises down the road.
- If you need to issue a refund or make any admin changes on the pinpad, you will often be prompted for a manager/merchant password. This password has been standardized on these pinpads to be **1234**. Simply enter 1234 when prompted and press the green OK button.
- To **void** a sale done within the day, you can do so right from Bookmanager. Voiding a sale will result in no transaction fees from your payment provider, so is preferred over performing a refund, which will incur transaction fees. To void a sale, simply find it in the POS and bring it up on screen. Select **Delete**, and follow the on-screen prompts. The pinpad will be sent a void request. No action is required from the customer, and upon completion, Bookmanager will void the sale and print two void receipts, one customer copy and one merchant copy.
- **Editing** a completed Clearent processed sale will also Void it, and Bookmanager will warn you.
- To **refund** an amount, follow the usual refund procedure within Bookmanager, "selling" items in the POS with negative quantities. The pinpad tender should say **PinPad Ref**, and the transaction is completed like normal.

250-763-4415 | mail@bookmanager.com