

# Dejavoo QD3 — User Manual — & Setup Guide





## Overview

Introducing the Dejavoo QD3 pin pad, a payment terminal that is as powerful as it is versatile. The Dejavoo QD3 features a sleek design and a user-friendly interface, perfect for businesses seeking advanced but easy-to-use payment solutions. With WiFi and 4G connectivity, you can expect seamless transaction processing anytime, anywhere.

Click here to [purchase the Dejavoo QD3 pin pad](#) from our online shop.

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## Setup

### How to Load Paper Roll

The Dejavoo QD3 Pin Pad is a mobile point-of-sale device or mPOS. It is a compact pin pad designed to fit in your pocket and be used on the go.

As such, the Dejavoo QD3 does not come equipped with a built-in printer. However, merchants can use the Dejavoo app to send text or email receipts to their customers. Printing out a receipt using a separate main terminal is also an option.

### How to Turn On/Off

1. Power On: Press and hold down the power button on your device until your Dejavoo QD3 activates.
2. Power Off: Press and hold down the power button on your device until your Dejavoo QD3 powers off.

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

#### Connect to Ethernet

The Dejavoo QD3 is not compatible with Ethernet connectivity.

#### Connect to WiFi

To successfully connect your QD3 to WiFi, please adhere to the following instructions:

1. Power on your QD3 device.
2. On the home screen, select SETTINGS. If prompted, enter the Manager Password (1234).
3. In SETTINGS, select either WIFI, WLAN, or NETWORK.
4. After you select WIFI, WLAN, or NETWORK, your device will display a list of available WiFi networks. Find your home network and select it. Make sure you have your network name and password handy.
5. Enter your network password and press either JOIN or CONNECT to join the network.
6. The WIFI icon on your QD3 screen will indicate your connection to the network.

### Dejavoo QD3 - Default Password

The default password for the Dejavoo QD3 is 1234.

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## Accept Payments

### How to Accept Multiple Payments on the Dejavoo QD3

The Dejavoo QD3 pin pad is compatible with most payment types, including EMV chip, magstripe, PIN pad payments, and contactless options. It is also compatible with third-party payment alternatives such as MasterCard PayPass and American Express ExpressWay.

The Dejavoo QD3 is bolstered by robust PCI-compliant defense measures and Pin Transaction Security 5.0 protection. It safeguards sensitive cardholder data and ensures security when processing customer transactions.

### How to Process a Sale

#### Chip Credit Sale

1. Select the CREDIT icon on your home screen.
2. You will be presented with SALE, VOID, BALANCE, etc. Select SALE.
3. Enter SALE amount, then confirm.
4. The cardholder will be prompted to swipe, insert, or tap their card. Cardholders should insert their card with the EMV chip facing up or exercise the contactless tap option.
5. The transaction will either be approved or declined. The cardholder may be prompted to sign for the purchase.

#### Manual Entry Credit Sale

1. Select the CREDIT icon on your home screen.
2. You will then be presented with SALE, VOID, BALANCE, etc. Select SALE.
3. Enter the total SALE amount, then confirm.
4. The cardholder will be asked to swipe, insert, tap their card, or enter the card details manually. Select ENTER CARD #.
5. Enter the card number and confirm.
6. If prompted, enter the card's expiration date, then confirm.
7. Press YES if this is a card-present transaction. Press NO if this is a card-not-present transaction. Merchants performing a manual entry for a card-not-present transaction may be asked to enter the AVS or card code security details.
8. If this is a card-present transaction, the merchant must use the keypad on their QD3 device to enter a zip code, billing address, and CID number.
9. The sale will either be approved or declined.

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## Accept Payments Cont.

### Debit Sale

1. Select the DEBIT icon on your home screen.
2. You will then be presented with SALE, RETURN, BALANCE, etc. Select SALE.
3. Enter the SALE amount, then confirm.
4. The cardholder will be prompted to swipe, insert, or tap their card.
5. The total amount will be confirmed after the cardholder has swiped, tapped, or inserted their card. Customers will be prompted to enter PIN details on the QD3's encrypted PIN pad before confirming.

### Cash Sale

1. Press the CASH icon on your home screen.
2. When prompted, select SALE.
3. Select the appropriate amount for CASH SALE, then confirm.

### **How to Reprint Receipt**

The Dejavoo QD3 has no built-in printer, and customer receipts cannot be printed or reprinted.

### **How to Process a Refund**

1. EMV Chip Credit Card Return
2. Select the CREDIT icon on your home screen.
3. You will then be presented with SALE, VOID, RETURN, etc. Select RETURN.
4. Enter the RETURN amount on your Dejavoo QD3 keypad. Once the return has been entered correctly, confirm the return amount. If prompted, enter Manager Password (1234).
5. The cardholder will be prompted to tap, insert, or swipe their card to authenticate the return. Cardholders should then insert their card with the EMV chip facing up or exercise the contactless tap option.
6. Once prompted, remove the card from the Dejavoo device.
7. Transaction will either be approved or declined.

### Swiped Credit Card Return

1. Select the CREDIT icon on your home screen.
2. You will then be presented with SALE, VOID, RETURN, etc. Select RETURN.
3. Enter the RETURN amount on your Dejavoo QD3 keypad. Once the return has been entered correctly, confirm the

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## Accept Payments Cont.

- amount. If prompted, enter Manager Password (1234).
- The cardholder will be prompted to tap, insert, or swipe their card to authenticate the return. Cardholders should then SWIPE their card.
  - The transaction will either be approved or declined.
  - Once prompted, cardholders should enter SIGNATURE to confirm their return.

### Debit Card Return

- Select the CREDIT icon on your home screen.
- You will be presented with SALE, RETURN, and BALANCE. Select RETURN.
- Enter the RETURN amount on your Dejavoo QD3 keypad, then confirm. If prompted, enter the Manager Password (1234).
- The cardholder will then be prompted to swipe, tap, or insert their card.
- If prompted, select the appropriate application.
- Enter the DATE AND TIME of the original transaction, then confirm.
- Customers may then be prompted to enter PIN details on the QD3's encrypted PIN pad before being issued their return.
- The return will either be approved or declined.

### Cash Return

- Press the CASH icon on your Dejavoo QD3 home screen.
- Select the RETURN option.
- Enter the RETURN amount on your Dejavoo QD3 keypad, then confirm.
- If prompted, enter Manager Password (1234).
- Confirm the RETURN amount.

### **How to Void Transaction**

#### Void Credit Transaction (Card Present)

- Select the CREDIT icon on your home screen.
- You will be presented with SALE, VOID, BALANCE, etc. Select VOID.
- Use your device's keypad to enter the VOID amount, then confirm.
- If prompted, enter the Manager Password (1234).
- The cardholder will be prompted to tap, insert, or swipe their card. Confirm when ready.

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## Accept Payments Cont.

6. Enter the VOID TRANSACTION #, then confirm.
7. The VOID will either be approved or declined.

### Void Credit Transaction (Card Not Present)

*Note: The process outlined below technically involves voiding a card-based transaction using the TRANSACTION #.*

1. Access FAVORITES in your Dejavoo QD3's menu.
2. Select VOID TRANSACTION. If prompted, enter the Manager Password (1234).
3. Find and select BY TRANSACTION #.
4. Enter the number of the transaction you wish to VOID, then confirm.
5. To select the transaction you want to VOID, press and confirm the SELECT button at the bottom of your screen.

### **How to View Reports**

1. Access your device's CORE MENU.
2. Select REPORTS.
3. In the OPEN/CLOSED batch, select REPORT to proceed.
4. Select a report type: Daily, Non-Cash, Summary, Tipped, or Un-Tipped.
5. Select NEXT and the report will appear.

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## Settings

### How to Change the Date and Time

1. Access your device's CORE MENU.
2. If prompted, select UTILITY.
3. Select SETTINGS.
4. Find and select the DATE AND TIME option.
5. If the listed date and time are accurate, leave them as is. If they are incorrect, clear them before re-entering the correct details.
6. Enter the relevant information in the MM/DD/YY format
7. Enter the appropriate regional time zone in the 24-hour clock/military time format

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## Troubleshooting & Tips

### How to Do a Factory Reset

A factory reset on your Dejavoo QD3 pin pad will effectively wipe all data from your device, including customized settings and transaction history. However, Dejavoo does not recommend users perform a hard reset independently. Performing a reset on the QD3 completely erases the device's Market application. If instructions are not followed diligently, there is a considerable margin for error.

One solution involves clearing previous configuration settings and starting fresh with a new TPN. Dejavoo users who plan on clearing the Aura application from a prior configuration will want to clear their Data from the Android settings.

Below are the steps required to delete CreditApp and/or PinpadApp:

1. Select SETTINGS on the Android home screen.
2. Select ABOUT POS.
3. Select POS CONFIGURATION.
4. When prompted, select your Administrator Login. Your password for this login will be 01062009 or 99999999. Following this, be sure to double-confirm your login.
5. Select the back arrow twice, then navigate to APPS.
6. Select DVPAY.
7. Select STORAGE.
8. When prompted, select the CLEAR DATA option.
9. Return to the home screen.
10. Merchants are encouraged to back up sensitive data before resetting their Dejavoo device.

### How to Reboot Your Dejavoo QD3

To reboot your Dejavoo QD3, follow these steps:

1. Press the small button on the side of your QD3 that features a dash inside a circle.
2. Hold down the button until you see a MENU display on the screen of your QD3.
3. Select from a series of options: AIRPLANE MODE, POWER OFF, REBOOT, or SILENT MODE.
4. Select REBOOT.

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## Troubleshooting & Tips Cont.

### How to Reset the Password for the Dejavoo QD3 Terminal

To edit/reset the password on your Dejavoo QD3, follow these instructions:

1. Access your device's CORE MENU.
2. If prompted, select UTILITY.
3. Select SECURITY.
4. Select EDIT PASSWORD.
5. Use the keypad on your Dejavoo QD3 to create your new password. You may or may not be prompted to enter your old password before proceeding with the new one. If this is the case, confirm your old password before setting up a new one.
6. Re-enter your NEW PASSWORD to confirm.

### How to Use the Dejavoo QD3 in Multiple Locations

The Dejavoo QD3 is a portable pin pad that can be used anywhere with WiFi, 4G, or Bluetooth connectivity.

### 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](mailto:support@dejavoo.io)) or telephone (877-358-6797).

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