![PaymentCloud logo]

Dejavoo QD5
— User Manual —
& Setup Guide

Overview

A high-end terminal at an affordable price, the Dejavoo QD5 uses Secure Android OS and multiple connection options, including Ethernet, Wi-Fi, and USB. This device has NFC technology to facilitate contactless payments and a Quad-Core @ 1.1GHz superfast processor for an even more efficient payment process. The Dejavoo QD5 PIN pad ensures secure transactions, making it an excellent choice for modern businesses.

Click here to purchase the Dejavoo QD5 terminal from our online shop.

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How to Load Paper Roll
1. Use thermal paper (2 " x 50').
2. Locate the paper compartment on your Dejavoo device.
3. Insert thermal paper roll into the open compartment with paper feeding from the bottom.
4. Leave a few inches of paper hanging out over the top of the roll.

Note: Some payment terminals may include a separate device for printing receipts. The Dejavoo QD5's receipt printer is built into the terminal.

How to Turn On/Off
1. Power On: Press and hold down the power button on the side of your device until your Dejavoo QD5 activates.
2. Power Off: Press and hold down the power button on the side of your device until your Dejavoo QD5 powers off.
3. If prompted, confirm that you want to turn your Dejavoo QD5 off.

How to Set Up an Ethernet or Wi-Fi Connection
Connect to Ethernet
1. Before getting started, ensure your ethernet cable is functional and securely plugged into the open port on your Dejavoo device.
2. Access the Core Menu on your Dejavoo QD5.
3. When prompted, select the UTILITY option.
4. Select COMMUNICATIONS.
5. Select LOCAL PARAMS.
6. You will then be asked to select a connection option, such as WIFI or ETHERNET. When prompted, select ETHERNET.
7. For Mode: select MODE to confirm.
8. For Static IP: select STATIC to confirm.
9. Use the device's touchscreen to select your desired configuration option, then confirm.

Connect to Wi-Fi
1. Access the SETTINGS menu on your Dejavoo device.
2. Select either COMM SETUP or WLAN.
3. At this point, you will be presented with a series of available connection options: WIFI, ETHERNET, BLUETOOTH, etc. Select WIFI.

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4. Following this, select the network of your choosing.
5. Enter your network password and select the CONNECT option when prompted.

Dejavoo QD5 - Default Password
The default password for the Dejavoo QD5 is 1234.

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Accept Payments

How to Process a Sale

Chip Credit Sale
1. To begin, select the CREDIT ICON.
2. Select SALE.
3. Enter and confirm the Sale Amount.
4. Insert EMV Chip Card into Dejavoo QD5. When prompted, confirm sale total.
5. Terminal will notify the merchant when the transaction has been approved. The cardholder may also be asked to sign for their purchase. Sales receipts will be printed with details of the transaction.

Manual Entry Credit Sale
1. To begin, select the CREDIT ICON.
2. Select SALE.
3. Enter and confirm the Sale Amount.
4. When prompted, select ENTER CARD #.
5. Manually enter the card number into your Dejavoo device, then confirm.
6. Your terminal may display a notification reading "EXP DATE [MMYY]." If so, enter the card's expiration date when prompted, then confirm.
7. You may be asked to confirm whether the transaction in question was a card-present or card-not-present (CNP) transaction. Confirm the correct selection when prompted. Cardholders for card-present transactions may be asked to provide billing address information. Cardholders for card-not-present transactions may be prompted to enter AVS and card code security details.
8. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

Debit Sale
1. Select DEBIT to begin.
2. Select SALE.
3. Enter and confirm the Sale Amount for the transaction.
4. Insert or swipe debit card.
5. The customer inputs the PIN information and confirms the sale. Authorization for the purchase will commence upon confirmation.

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6. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

Cash Sale
1. Select CASH to begin.
2. Select SALE.
3. Enter and confirm the Sale Amount for the transaction.
4. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

How to Reprint Receipt
1. Access the Core Menu on your Dejavoo QD5.
2. If prompted, select APPLICATIONS, then choose the appropriate option between CREDIT/DEBIT/EBT.
3. Following this, select the REPRINT RECEIPT option. If prompted, enter the manager password (1234).
4. Using the LAST prompt, merchants can reprint a receipt for their most recent transaction. Merchants can also select the option to reprint receipts using the transaction ID numbers of the last four digits of a customer's debit or credit card.
5. If prompted, select Receipt Type: Merchant Copy or Customer Copy.
6. Confirm the transaction.
7. Upon doing this, a copy of the receipt will be printed.

How to Process a Refund
Credit Card Return
1. To begin, select the CREDIT ICON.
2. When prompted, select the RETURN option.
3. Enter the return amount, then confirm.
4. At this point, merchants will insert or swipe the card needing a refund. If the transaction was completed via contactless payment, the merchant will have the opportunity to tap.
5. Press YES to confirm your return.
6. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

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Debit Card Return
1. To begin, select the DEBIT ICON.
2. Select RETURN.
3. Enter the return amount, then confirm. If the total is incorrect, use the device's touchscreen to select CANCEL. If your device prompts you to enter an input password, the Dejavoo QD5's default password is 1234.
4. Insert or swipe debit card.
5. The customer enters their PIN number.
6. Press YES to confirm transaction.
7. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

Note: For debit card returns, merchants may be asked to enter the date and time of the original transaction.

Cash Return
1. To begin, select the CASH ICON.
2. Select RETURN. When prompted, enter and confirm the total amount for the return in question. If prompted, enter the manager password.
3. Press YES to confirm transaction.
4. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

How to Void Transaction
1. Void Credit Transaction (Card Present)
2. Select the CREDIT ICON on your device's screen.
3. When prompted, select VOID.
4. Enter the Void amount, then confirm. If the amount is incorrect, select CANCEL, then enter the proper amount. If your device prompts you to enter a password, enter the default password (1234).
5. At this point, merchants will either insert or swipe the card used in the transaction or manually enter the card number. The option to tap can only be exercised by those who used a contactless payment method.
6. Upon approval, the terminal will print a copy of the voided receipt for the merchant's records.

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Void Credit Transaction (Card Not Present)
1. Press the STAR ICON on your QD5's touchscreen.
2. When prompted, select VOID TRANSACTION.
3. Your most recent transaction will be selected by default. Dejavoo QD5 users can select which transaction they want to void based on several criteria, including Transaction Number and CInvoice Number. To view a list of all transactions, select VIEW ALL.
4. Select and confirm the transaction in question.
5. Terminal will notify the merchant when the transaction has been approved. Sales receipts will be printed with details of the transaction.

How to Print Reports
1. Access your device's Core Menu.
2. Select REPORT.
3. Select the report type: Daily, Summary, etc. and tap to print.
4. A copy will be printed.

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Settings

How to Change the Date and Time
1. From the device's CORE MENU, select UTILITY.
2. Select SETTINGS. You may be prompted to enter your device's default password (1234) or click the three bars at the top right corner of the screen.
3. Select the appropriate DATE AND TIME option. Clear the date if the date listed is incorrect, then re-enter the appropriate date in the MM/DD/YY format.
4. When prompted, enter the appropriate regional time zone. Be sure to do this using the 24-hour clock/military time format.

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Troubleshooting & Tips

How to reboot your Dejavoo QD5
To reboot your Dejavoo QD5:

1. Press the power button on the side of the QD5. Hold until a menu appears on your screen. You will then be presented with a series of power options: POWER OFF, REBOOT, etc.
2. Select REBOOT.

How to do a Factory Reset
Performing a factory reset on your Dejavoo QD5 will effectively wipe all data from your device, including customized settings and transaction history. However, Dejavoo has stated that they do not recommend users performing a hard reset on their own. The reason for this is that the act of performing a reset on the QD5 completely erases the device's Market application. In the event that instructions are not followed diligently, there is a considerable margin for error here.

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 once in 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 either 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.

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Troubleshooting & Tips Cont.

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) or telephone (877-358-6797).

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