

Dejavoo P3

— User Manual —
— & Setup Guide —





Overview

Introducing the Dejavoo P3 terminal—a handheld wireless device that puts payment processing right at your fingertips. This advanced terminal effortlessly accepts Magstripe, EMV chip, and contactless payments. With versatile connectivity options, including Bluetooth, 4G, and Wi-Fi, the Dejavoo P3 guarantees a dependable payment solution wherever you go! Check out our QRG for troubleshooting tips and tricks!

Click here to purchase the [Dejavoo P3 terminal](#) from our online shop.

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Setup

How to Load Paper Roll into the Attached Printer

1. Hold the device in both hands.
2. Pinch the sides of the top of the device up next to the credit card tap section.
3. Flip the top away from the device screen.
4. Insert the receipt paper into the slot of the terminal's printer. The paper size should be about 50ft.
5. Roll out some of the receipt paper so that the top is closed and the end of the paper is left out.

How to Turn On/Off

1. Press the POWER button on the side of the terminal and hold until a menu displays the following options: POWER OFF, REBOOT, AIRPLANE MODE, and SILENT MODE.
2. Select your preferred option.

How to Set Up an Ethernet or Wifi connection

1. Click the gear icon on the main menu.
2. Input the manager password (1234).
3. Select COMM SETUP.
4. Select your network of choice.
5. Tap on GPRS.
6. Enter the password if prompted, after which it will configure.

Dejavoo P3 - Default Password

The default password for the Dejavoo P3 is 1234

How to Register a SIM Card

1. Open the Dejavoo Systems portal.
2. Select your monthly plan. If you have an AT&T SIM card, you must choose an AT&T monthly plan. If you have a Verizon SIM card, you must choose a Verizon monthly plan.
3. Choose your subscription plan from the options that appear in the drop-down menu. Details of the plan will be displayed on the left, based on your plan selection.
4. Enter your email address and create a password.
5. Enter your credit card details.
6. If your billing address and your postal address are the same, click the box, and the fields will automatically populate with your billing address. If it is different, enter your address details.
7. Enter your billing contact phone number.

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Setup Cont.

8. Click the box to indicate that you agree with the terms & conditions.
9. Once all the information has been entered, the INCOMPLETE button will change to SIGN-UP.
10. Click on the SIGN-UP button to proceed with the registration process.
11. A new window will pop up, confirming the creation of your account.
12. Check your email for further instructions on how to set up your service or log into your new account to access your account and subscription services.

How to Do a Full Download or Partial Download for Terminal Software

After setting up your Terminal Profile Number, you must download the required firmware, software, and encryption keys to the device.

1. Tap on the STAR icon.
2. Tap UPGRADE APP.
3. Enter the last 4 digits of the TPN.
4. Select DOWNLOAD app or DOWNLOAD parameter.

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Accept Payments

How to Process a Sale

Chip Credit Sale

1. Tap CREDIT.
2. Tap SALE.
3. If prompted, tap CLERK ID# and press OK.
4. Input the SALE AMOUNT and press OK.
5. Tap (contactless only) or insert chip card.
6. If prompted, confirm the sale amount by tapping OK or NO.
7. The transaction is processed. Sales receipts will be printed with details.

Manual Entry Credit Sale

1. Tap CREDIT.
2. Tap on the SALE icon.
3. If prompted, enter CLERK ID# and press OK.
4. Enter the SALE AMOUNT and press OK.
5. Manually enter CARD #.
6. If prompted, follow the CNP prompts (enter exp. date, ZIP code, etc).
7. The transaction is processed. Sales receipts will be printed with details.

Debit Sale

1. Tap DEBIT.
2. Tap SALE.
3. If prompted, enter CLERK ID# and press OK.
4. Enter the SALE AMOUNT and press OK.
5. Tap or insert chip card.
6. If prompted, confirm the sale amount by tapping OK or NO.
7. Customer enters PIN on the encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK.
8. The transaction is processed. Sales receipts will be printed with details.

How to Reprint Receipt

1. From the idle prompt, tap STAR to reach the FAVORITES menu.
2. Tap REPRINT RECEIPT.
3. If prompted, enter Manager Password (1234).
4. Tap your preferred option (LAST, BY TRANSACTION #, or BY CARD NUMBER).
5. Follow the prompts, and the transaction receipt will print.

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How to Process a Refund

Credit Card Return

1. Tap the CREDIT icon on your terminal home screen.
2. Tap RETURN.
3. Enter the RETURN AMOUNT and press OK.
4. If prompted, confirm the return amount by tapping OK or NO.
5. If prompted, enter MANAGER PASSWORD (1234).
6. Tap or insert chip card.
7. The transaction is processed. Return receipts will be printed with details.

Debit Card Return

1. Press DEBIT. A new screen will display the following options: SALE, RETURN, and BALANCE.
2. Press RETURN.
3. Enter the RETURN amount.
4. If the amount shown is correct, press OK to confirm. If it is incorrect, press CANCEL and re-enter the amount. If prompted, enter the manager password (1234).
5. Customer will be prompted to tap, insert, or swipe their card. Select the appropriate option.
6. If prompted, select your preferred application.
7. Enter the date of the original transaction and press OK.
8. Enter the time of the original transaction and press OK.
9. Customer will be prompted to enter their PIN on the encrypted terminal PIN Pad or encrypted external PIN Pad. The customer should then press OK.
10. The return will be processed, and the transaction declined or approved.
11. The terminal will flash the host response and print the sales receipt. Once finished, it will return to the idle prompt.

Cash Return

1. Press CASH. A new screen will display the following options: SALE and RETURN.
2. Press RETURN.
3. Enter the RETURN amount using your number keypad. If the amount shown is correct, press OK to confirm.
4. If prompted, enter the manager password (1234).
5. Press YES to confirm the return amount.
6. The transaction is processed. Sales receipts will be printed with details.

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How to Void Transaction

Void Credit Transaction (Card Present)

1. Tap CREDIT.
2. Tap VOID.
3. Enter the VOID AMOUNT and press OK.
4. If prompted, confirm the void amount by tapping OK or NO.
5. If prompted, enter the manager password (1234).
6. Tap or insert chip card.
7. Enter the void transaction # and press OK.
8. The transaction is processed. Void receipts will be printed with details.

Void Credit Transaction (Card Not Present)

1. From the idle prompt, tap STAR to reach the FAVORITES menu.
2. Tap VOID TRANSACTION.
3. If prompted, enter Manager Password (1234).
4. Tap BY TRANSACTION #.
5. Enter TRANSACTION # to be voided and press OK.
6. Tap SELECT to confirm.
7. If prompted, confirm the void amount by tapping OK or CANCEL.
8. If prompted, enter Manager Password (1234).
9. The void is processed. Void receipts will be printed with details.

How to Print Reports

1. From the idle prompt, tap STAR to reach the FAVORITES menu.
2. Tap REPRINT RECEIPT.
3. If prompted, enter Manager Password (1234).
4. Tap your preferred option (LAST, BY TRANSACTION #, or BY CARD NUMBER).
5. Follow the prompts, and the transaction receipt will print.

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Settings

How to Change the Date and Time

1. From the idle prompt, press the OK key to access the Core Menu.
2. Tap UTILITY.
3. Tap SETTINGS.
4. Tap DATE AND TIME.
5. If the date displayed is correct, press OK. If the date displayed is incorrect, press the Yellow backspace key to clear it, then enter the correct date using the following format: MM/DD/YY.
6. If the time displayed is correct, press OK. If the time displayed is incorrect, press the Yellow backspace key to clear it, then enter the correct time using the 24-hour clock (military) format.
7. The terminal will return to the settings main menu.

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Troubleshooting & Tips

How to Do a Factory Reset

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Back up any important data before proceeding with a factory reset.

1. Swipe down from the top of the screen and select the gear for the Android settings.
2. Select About Device at the bottom of the screen.
3. Tap on Custom Build Version 6 times.
4. Select the Dialer.
5. Enter *#87#.
6. Select Factory Reset.

How to Reboot Your Dejavoo P3

1. A small button on the side of your Dejavoo P3 will display a dash inside a circle. Press this button.
2. You will then be presented with the following options: POWER OFF or REBOOT.
3. Select REBOOT.

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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