![PaymentCloud]

# Dejavoo QD2
## — User Manual —
## & Setup Guide

# Overview

The Dejavoo QD2 wireless terminal packs powerful payment functionality into a sleek design. With its user-friendly interface and advanced features, it enhances payment operations for businesses of all sizes in all industries. Whether you're a small boutique or a large retail chain, this state-of-the-art terminal offers transactions at your fingertips. Experience seamless payments with the Dejavoo QD2.

Click here to purchase the Dejavoo QD2 terminal from our online shop.

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# Setup

The Dejavoo QD2 terminal includes all apps needed to process payments, so you don't have to download anything to get started. Simply turn on the device, and start accepting payments. Below are key set-up features for the Dejavoo QD2:

**How to Load Paper Roll**
To load printer paper into your Dejavoo QD2:
1. Pinch both sides of the printer latch located at the top of your QD2 device (near where the receipts are dispensed post-transaction).
2. Load 2-1/4" thermal receipt paper into the open slot.
3. Leave a small length of receipt paper extending outward from the latch.
4. Close the latch. Your device is now able to start printing.

**How to Turn On/Off**
1. Power On: Press and hold the power button until the terminal turns on.
2. Power Off: Press and hold the power button until the terminal powers off. You may see a prompt to power off the device. If so, select this prompt.
*Note: Before powering on your terminal, ensure that the device is connected via a power cable and that your power source is operational. Also, ensure that your device is sufficiently charged before powering it on.*

**How to Set Up a Wifi Connection**
Connect to WiFi
1. Start by pressing the circle button located at the bottom of your Dejavoo QD2.
2. Select SETTINGS.
3. Select WLAN.
4. Select your home WiFi network, then enter your personalized network password.
5. Select CONNECT to proceed.
6. Your QD2 will indicate that you are successfully connected to WiFi.

**Dejavoo QD2 - Default Password**
The default password for the Dejavoo QD2 will be 1234 if the merchant uses STEAM, or the last four TPN digits if using the iPosPays gateway. Update or modify the password on as needed.

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# Accept Payments

The Dejavoo QD2 is compatible with magstripe, chip card, and contactless options. It accepts all the major card brands: Visa, Discover, American Express, and Mastercard. It comes outfitted with barcode scanning, quad-core processing, and an autofocus 5MP camera. The QD2 also comes equipped with a battery designed to last for a full business day on a single charge (exact details on battery life may vary based on individual configurations and use).

The QD2 is bolstered by PCI-compliant security measures (PCI PTS 5.0) and 1GB of Random Access Memory (plus 8GB of Flash).

**How to Process a Sale**

Chip Credit Sale
1. From the home menu, select CREDIT.
2. A new menu will appear with the following options: SALE, RETURN, BALANCE, etc. Select SALE.
3. Enter the total amount for the chip card sale, then select OK to confirm.
4. The merchant will then be asked to tap, swipe, insert, or manually enter card number details. Since this is an EMV chip sale, cardholders will insert their card into the QD2's chip card reader.
5. A prompt will appear on your screen reading PLEASE REMOVE CARD. After removing card from the chip reader, cardholders may be prompted to sign for their purchase.
6. After signing using the QD2's screen capture capabilities, select OK.
7. If approved, the sales receipt will be printed with transaction details. If asked if you wish to print a customer copy of the receipt, select either YES or NO.

Manual Entry Credit Sale
1. From the home menu, select CREDIT.
2. A new menu will appear with the following options: SALE, RETURN, BALANCE, etc. Select SALE.
3. Enter the total amount for the manual sale, then select OK to confirm.
4. You will be presented with on-display text that prompts you to tap, swipe, insert, or manually enter the card number details. Select the text that reads ENTER CARD # to proceed.
5. Enter the credit or debit card number into the text box on your QD2 display.

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6.  When prompted, enter the expiration date and any other relevant card details (CVV, billing code, etc.)
7.  If approved, the sales receipt will be printed with requisite transaction details. If asked if you wish to print a customer copy of the receipt, select either YES or NO.

Debit Sale
1.  From the home menu, select DEBIT.
2.  A new menu will appear with the following options: SALE, RETURN, BALANCE, etc. Select SALE.
3.  Enter the total amount for the debit sale, then select OK to confirm.
4.  The merchant will then be asked to tap, swipe, insert, or manually enter card number details. Swipe or insert debit card and follow on-screen instructions for entering PIN information.
5.  Enter your PIN on the QD2 PIN pad, then confirm.
6.  Cardholders may be prompted to sign for their purchase. Follow on-screen instructions.
7.  If approved, the sales receipt will be printed with transaction details. If asked if you wish to print a customer copy of the receipt, select YES or NO.

Cash Sale
1.  From the home menu, select CASH.
2.  Select SALE.
3.  Enter the total amount for the cash sale, then press OK to confirm.
4.  Enter the amount of cash received from the customer under CASH IN. The balance will be shown under CHANGE.
5.  Authenticate the cash sale and provide change, if necessary. Select OK to proceed.
6.  If approved, the sales receipt will be printed with requisite transaction details. If asked if you wish to print a customer copy of the receipt, select  YES or NO.

**How to Reprint Receipt**
1.  Select the STAR icon on your device.
2.  If prompted, select REPRINT or REPRINT RECEIPT.
3.  Enter the default password.
4.  By default, the most recent transaction will be selected. You can select from several options, including BY TRANSACTION # or BY CARD NUMBER.

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5.  To select a prior transaction, enter either the TRANSACTION ID or the last four digits of the card used in the original transaction.
6.  Select which type of receipt you'd like to print: MERCHANT COPY or CUSTOMER COPY.
7.  Follow the prompts to reprint.

**How to Process a Refund**
Credit Card Return
1.  Select CREDIT.
2.  Select REFUND or RETURN.
3.  Enter the total amount for the refund, and select OK to confirm.
4.  If prompted, enter the default password.
5.  Insert your EMV chip card into the QD2's EMV chip card reader to initiate the return.
6.  Verify transaction details, and press OK to confirm the return.
7.  If approved, the receipt will be printed with requisite return details.

Debit Card Return
1.  Select DEBIT.
2.  Select REFUND or RETURN.
3.  Enter the total amount for the refund, and select OK to confirm.
4.  If prompted, enter the default password.
5.  Swipe or insert your debit card and follow any on-screen instructions relating to the input of PIN information.
6.  Verify transaction details, and press OK to confirm the return.
7.  If approved, the receipt will be printed with return details.

**How to Void Transaction**
Void Credit Transaction (Card Present)
1.  Select the star icon to access FAVORITES.
2.  Select VOID or VOID TRANSACTION.
3.  Enter the total amount for the void, then press OK.
4.  If prompted, enter the default password.
5.  At this point, the merchant or cardholder will tap, swipe, or insert the card used in the original transaction in order to proceed with authenticating the void.
6.  You will receive a prompt on your display letting you know that the void has been APPROVED, and a receipt will be printed.

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Void Credit Transaction (Card Not Present)
1. Select the star icon to access FAVORITES.
2. Select VOID or VOID TRANSACTION.
3. If prompted, enter the default password.
4. Narrow down options for the transaction you wish to void by selecting BY TRANSACTION #.
5. Enter the transaction number for the transaction you wish to void, then select OK.
6. Confirm that the transaction is correct by pressing OK.
7. If prompted, enter the default password again.
8. The merchant will have the option to print a receipt with details of the voided transaction.

**How to Print Reports**
1. Select the star icon to access FAVORITES.
2. Select REPORTS.
3. If prompted, enter the default password, then select OK.
4. Select the relevant report type: DAILY REPORT or SUMMARY REPORT (merchants may also have the option to select alternatives such as DETAILED REPORT, UNTIPPED REPORT, etc).
5. Merchants may also have the opportunity to select TRANSACTION TYPE or give unique names to CUSTOM REPORTS.
6. When ready, select the relevant report.
7. The terminal will print a copy of the report.

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# Settings

**How to Change the Date and Time**

1. From the home menu, select SETTINGS.
2. Select the three horizontal bars located in the upper right-hand corner of your QD2.
3. Scroll down until you see the DATE & TIME option.
4. Turn the toggles for AUTOMATIC DATE & TIME and AUTOMATIC TIME ZONE off. This turns off automated date and time settings.
5. On the same menu, select SELECT TIME ZONE. Select your regional time zone to continue.
6. Following this, you can toggle the AUTOMATIC DATE & TIME and AUTOMATIC TIME ZONE settings back on.
7. Press the circle button at the bottom of your device to be returned to the home menu.

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# Troubleshooting & Tips

## How to do a Factory Reset

*Note: A factory reset erases all data on the device, including transaction history and customized settings. Therefore, it is recommended that you back up any important data before proceeding with a factory reset.*

A factory reset on your Dejavoo QD2 pin pad will effectively wipe all data from your device, including customized settings and transaction history. Merchants are encouraged to back up sensitive data before resetting their Dejavoo device and refrain from any factory resets unless advised otherwise by a member of the Dejavoo support team.

## How to Reboot your Dejavoo QD2

1.  Press and hold the power button on the side of the terminal.
2.  After holding the button for a few moments, a menu should appear on your screen with several prompts: POWER OFF, REBOOT, SILENT MODE, etc.
3.  Select REBOOT and wait for the prompt to take effect.

## How to Troubleshoot a COMM ERROR Message

If you encounter a COMM ERROR while attempting to process payments with your Dejavoo QD2, do not panic: this merely indicates that there is a communication issue that needs to be remedied.

Merchants looking to test the durability of their network connection are encouraged to run a PING test. While not necessarily a fix for a COMM ERROR alert, performing a successful ping test shows the connection is stable.

Some Dejavoo terminals can experience COMM ERRORS and other similar alerts if the date and time configurations on their device are incorrect. For instructions on how to make these adjustments, see the HOW TO CHANGE THE DATE AND TIME section of this guide (located under SETTINGS).

To test network connectivity without performing a PING test:
1.  Select SETTINGS.
2.  Select WLAN.
3.  Alternatively, select SELF CHECK, then NETWORK, then WIFI or ETH.

Upon successfully troubleshooting this error, try running a test transaction to test your device's connectivity.

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# Troubleshooting & Tips Cont.

**Downloading Terminal Software**
All Dejavoo QD products are outfitted with Aura software, which is readily available for devices operating with Linus and Android OS (in terms of software specifics, Dejavoo QD2 users can use either DVPay or DVLite). This software helps fortify security, encryption, and access controls. There is no need to download external third-party apps to process payments with the QD2.

**How to Reach Customer Service**
If you have any customer service issues related to your Dejavoo terminal or your Dejavoo QD2 malfunctions, contact Dejavoo via email (support@dejavoo.io) or telephone (877-358-6797).

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