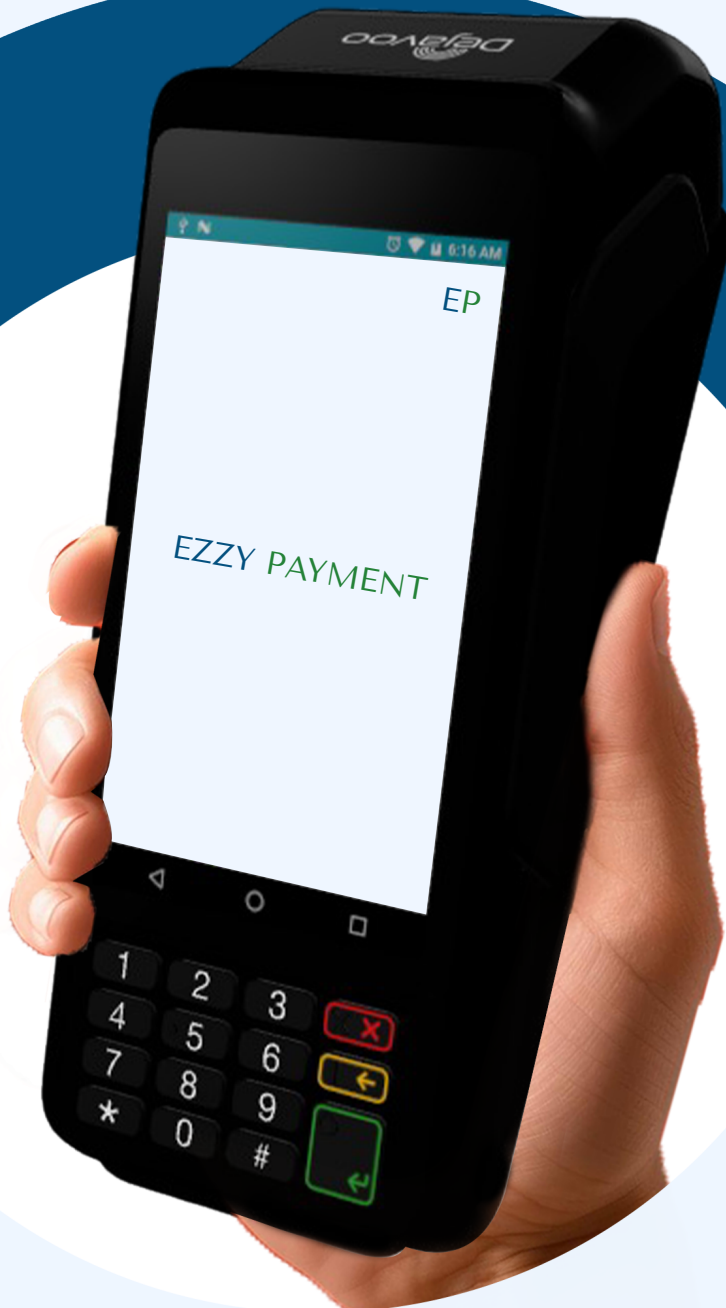


EZZY PAYMENT

Dejavoo P3



Dejavoo P3

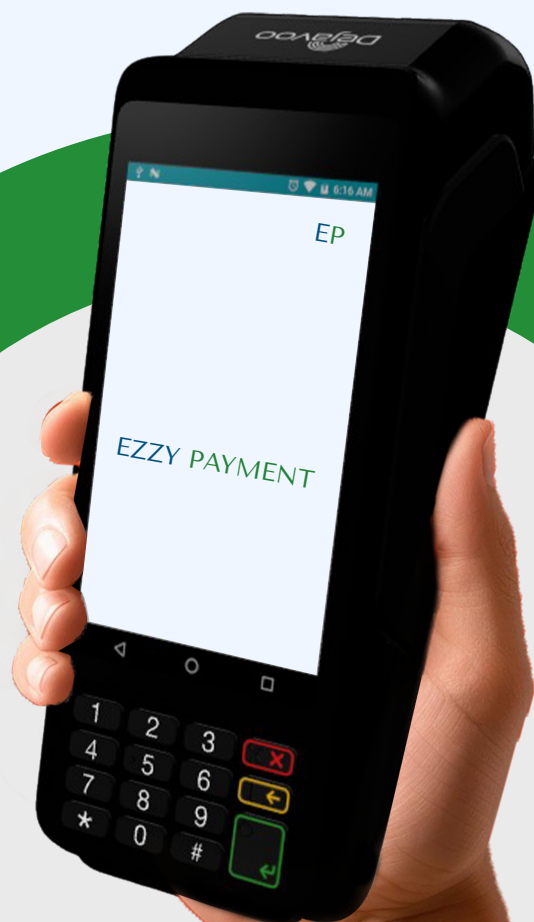
Device Setup & User Manual

Overview

EP

The Dejavoo P3 is a handheld, wireless terminal that puts payment processing right at your fingertips.

This advanced device accepts Magstripe, EMV chip, and contactless payments, providing a seamless transaction experience. With versatile connectivity options including Bluetooth, 4G, and Wi-Fi, the Dejavoo P3 ensures a reliable payment solution wherever you go. For troubleshooting tips and quick guidance, refer to our Quick Reference Guide (QRG).



SETUP

How to Load a Paper Roll into the Terminal Printer

1. Hold the device securely with both hands.
2. Pinch the sides at the top of the device near the credit card tap section.
3. Flip the top cover away from the screen to access the printer compartment.
4. Insert the receipt paper into the printer slot.

Recommended paper length: approximately 50 ft.

5. Pull out a small portion of the paper so that when the top cover is closed, the end of the paper remains visible and accessible.
6. Close the top cover securely, ensuring the paper feeds correctly.

How to Turn On/Off the Terminal

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

How to Set Up an Ethernet or Wi-Fi Connection

EP

1. From the main menu, tap the gear icon to access SETTINGS.
2. Enter the Manager Password (default: 1234) if prompted.
3. Select COMM SETUP.
4. Choose your preferred network (Ethernet or Wi-Fi).
5. Tap on GPRS if required for your network configuration.
6. Enter the network password if prompted. The terminal will then configure and connect.

Dejavoo P3 – Default Password

The default Manager Password for the Dejavoo P3 terminal is: 1234



How to Register a SIM Card

1. Open the Dejavoo Systems portal in your browser.
2. Select your monthly plan:
 - If you have an AT&T SIM card, choose an AT&T monthly plan.
 - If you have a Verizon SIM card, choose a Verizon monthly plan.
3. From the drop-down menu, choose your subscription plan. Details of the selected plan will appear on the left.
4. Enter your email address and create a password.
5. Enter your credit card details.
6. Enter your billing address:
 - If your billing and postal addresses are the same, check the box to auto-populate.
 - If different, manually enter your postal address.
7. Enter your billing contact phone number.
8. Agree to the terms & conditions by clicking the corresponding box.
9. Once all information is complete, the INCOMPLETE button will change to SIGN-UP.
10. Click the SIGN-UP button to proceed with the registration process.
11. A confirmation window will appear, confirming your account creation.
12. Check your email for further instructions to set up your service, or log into your account to access your subscription services.

How to Do a Full or Partial Download for Terminal Software

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

1. From the idle screen, tap the STAR icon to access the FAVORITES menu.
2. Select UPGRADE APP.
3. Enter the last 4 digits of your TPN.
4. Choose one of the following options:
 - DOWNLOAD app — for a full application download
 - DOWNLOAD parameter — for a partial or parameter-only download

How to Process a Sale

Chip Credit Sale

How to Process a Credit Sale on the Dejavoo P3

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.

How to Process a Credit Card Manual Entry (CNP) Sale

1. Tap the CREDIT icon on the home screen.
2. Select the SALE icon.
3. If prompted, enter the CLERK ID# and press OK.
4. Enter the sale amount and press OK.
5. Manually enter the card number.
6. If prompted, follow the Card Not Present (CNP) prompts, such as expiration date, ZIP code, or other required details.
7. The terminal will process the transaction, and a sales receipt will print with full details.

How to Process a Debit Card Sale

1. Tap the DEBIT icon on the home screen.
2. Select SALE.
3. If prompted, enter the CLERK ID# and press OK.
4. Enter the sale amount and press OK.
5. Tap or insert the chip card.
6. If prompted, confirm the sale amount by tapping OK or NO.
7. The customer enters their PIN on the encrypted terminal PIN Pad or external encrypted PIN Pad, then presses OK.
8. The terminal will process the transaction, and a sales receipt will print with full details

How to Reprint a Receipt

EP

1. From the idle screen, tap the STAR icon to access the FAVORITES menu.
2. Select REPRINT RECEIPT.
3. If prompted, enter the Manager Password (default: 1234).
4. Choose your preferred option to locate the transaction:
 - LAST — reprints the most recent transaction
 - BY TRANSACTION # — search by transaction number
 - BY CARD NUMBER — search by the card used
5. Follow the on-screen prompts, and the terminal will print the transaction receipt.

How to Process a Credit Card Refund

1. Tap the CREDIT icon on the terminal home screen.
2. Select 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 the Manager Password (default: 1234).
6. Tap or insert the chip card.
7. The terminal will process the return, and a return receipt will print with full transaction details.

How to Process a Debit Card Refund

1. Press the DEBIT icon on the home screen.
 2. A new screen will display: SALE, RETURN, and BALANCE.
 3. Select RETURN.
 4. Enter the return amount.
 - If correct, press OK to confirm.
 - If incorrect, press CANCEL and re-enter the amount.
 - If prompted, enter the Manager Password (default: 1234).
 5. The customer will be prompted to tap, insert, or swipe their card. Select the appropriate option.
 6. If prompted, select the preferred application.
 7. Enter the original transaction date and press OK.
 8. Enter the original transaction time and press OK.
 9. The customer will be prompted to enter their PIN on the encrypted terminal PIN Pad (built-in or external), then press OK.
 10. The terminal will process the return, displaying whether it is approved or declined.
 11. The terminal will display the host response and print the return receipt.
- Once complete, the terminal will return to the idle prompt.

How to Process a Cash Refund

1. Press the CASH icon on the home screen.
2. A new screen will display: SALE and RETURN.
3. Select RETURN.
4. Enter the return amount using the number keypad.
 - If correct, press OK to confirm.
5. If prompted, enter the Manager Password (default: 1234).
6. Press YES to confirm the return amount.
7. The terminal will process the transaction, and a sales receipt will print with full details.

How to Void a Credit Card Transaction

1. Tap the CREDIT icon on the home screen.
2. Select 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 (default: 1234).
6. Tap or insert the chip card.
7. Enter the original void transaction number and press OK.
8. The terminal will process the void, and a void receipt will print with full details.

How to Void a Transaction Using Transaction Number

Void Credit Transaction (Card Not Present)

1. From the idle screen, tap the STAR icon to access the FAVORITES menu.
2. Select VOID TRANSACTION.
3. If prompted, enter the Manager Password (default: 1234).
4. Tap BY TRANSACTION #.
5. Enter the transaction number to be voided and press OK.
6. Tap SELECT to confirm the transaction.
7. If prompted, confirm the void amount by tapping OK or CANCEL.
8. If prompted, enter the Manager Password (default: 1234).
9. The terminal will process the void, and a void receipt will print with full details.

How to Print Reports

1. From the idle screen, tap the STAR icon to access the FAVORITES menu.
2. Select REPORTS.
3. Choose REPORT from the OPEN or CLOSED Batch.
4. Tap your desired report type, such as:
 - Summary
 - Daily
 - Un-Tipped
 - Tipped
 - Non-Cash
5. Tap NEXT, then select PRINTER to print the report.

How to Change the Date and Time on the Dejavoo P3

1. From the idle screen, press OK to access the Core Menu.
2. Tap UTILITY.
3. Tap SETTINGS.
4. Tap DATE AND TIME.
5. Set the Date:
 - If correct, press OK.
 - If incorrect, press the Yellow Backspace key to clear, then enter the correct date in MM/DD/YY format.
6. Set the Time:
 - If correct, press OK.
 - If incorrect, press the Yellow Backspace key to clear, then enter the correct time in 24-hour (military) format.
7. The terminal will return to the Settings main menu.

Troubleshooting And Tips

Important 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.

Steps:

1. Swipe down from the top of the screen and tap the gear icon to access Android Settings.
2. Scroll down and select About Device.
3. Tap Custom Build Version 6 times to enable developer options.
4. Open the Dialer app.
5. Enter *#87#.
6. Select Factory Reset to initiate the reset process.

Note: This process will completely erase the device. Only perform if necessary and after backing up data.

How to Reboot Your Dejavoo P3

1. Locate the small button on the side of your Dejavoo P3, marked with a dash inside a circle, and press it.
2. The terminal will display the following options:
 - POWER OFF
 - REBOOT
3. Select REBOOT to restart the device.

How to Reach Dejavoo Customer Service

For Any Issues Or Questions Regarding Your Dejavoo P3,
You Can Reach Dejavoo Support Directly:

- Email: support@dejavoo.io
- Phone: 877-358-6797

The Support Team Can Assist With Technical Issues, Troubleshooting,
Or General Inquiries About Your Terminal.

