

EZZY PAYMENT

Dejavoo QD2



Dejavoo QD2

Device Setup & User Manual

Overview

EP

The Dejavoo QD2 wireless terminal combines advanced payment capabilities with a sleek, compact design. Its intuitive interface and robust features streamline payment processing for businesses of any size or industry. From small boutiques to large retail chains, the QD2 delivers fast, reliable transactions at your fingertips. Enjoy seamless, efficient payments with the Dejavoo QD2 terminal.



SETUP

The Dejavoo QD2 terminal comes preloaded with all the necessary apps to process payments, so there's no need to download additional software. Simply power on the device and begin accepting payments. Key setup features of the Dejavoo QD2 include:

How to Load Paper Roll into the Dejavoo QD2

1. Pinch both sides of the printer latch at the top of the QD2, near the receipt output slot.
2. Insert a 2-1/4" thermal receipt paper roll into the open compartment.
3. Allow a short length of paper to extend outward from the latch.
4. Close the latch. The terminal is now ready to start printing receipts.

How to Turn On/Off the Dejavoo QD2

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 device powers off.

If prompted, confirm by selecting the power off option.

Note: Before Turning On The Terminal, Make Sure It Is Connected To A Power Source And Sufficiently Charged. Verify That Your Power Source Is Functioning Properly.

How to Set Up a WiFi Connection on the Dejavoo QD2 EP

1. Press the circle button at the bottom of the QD2 terminal.
2. Select SETTINGS.
3. Choose WLAN.
4. Select your WiFi network and enter your personalized network password.
5. Tap CONNECT to proceed.
6. The terminal will confirm when it is successfully connected to WiFi.

Dejavoo QD2 – Default Password

1. If using STEAM, the default password is 1234.
2. If using the iPosPays gateway, the default password is the last four digits of the TPN.

Passwords can be updated or modified as needed for security purposes.

The Dejavoo QD2 supports magstripe, chip card, and contactless payments, accepting all major card brands, including Visa, Discover, American Express, and Mastercard. It features barcode scanning, a quad-core processor, and an autofocus 5MP camera. The terminal includes a long-lasting battery capable of powering a full business day, though exact battery life may vary with usage and configuration. Security is reinforced with PCI PTS 5.0 compliance, and the device is equipped with 1GB RAM and 8GB Flash memory for smooth performance.

How to Process a Sale on the Dejavoo QD2

Credit Card Sale

1. From the home menu, select CREDIT.
2. In the new menu, choose SALE.
3. Enter the total sale amount for the chip card transaction and press OK to confirm.
4. The merchant will be prompted to tap, swipe, insert, or manually enter card details. For EMV chip transactions, the cardholder should insert their card into the QD2's chip reader.
5. When prompted with PLEASE REMOVE CARD, the cardholder should remove their card. They may then be asked to sign on the QD2's screen.
6. After signing, press OK to proceed.
7. If the transaction is approved, the terminal will print a receipt. You can choose whether to print a customer copy by selecting YES or NO.

How to Process a Manual Sale on the Dejavoo QD2

1. From the home menu, select CREDIT.
2. In the menu that appears, choose SALE.
3. Enter the total sale amount for the transaction and press OK to confirm.
When prompted to tap, swipe, insert, or manually enter card details,
4. select ENTER CARD #.
Input the credit or debit card number into the text box on the QD2 display to proceed with the manual transaction.
5. When prompted, enter the card's expiration date and any other required
6. details, such as CVV and billing ZIP code.
If the transaction is approved, the terminal will print a sales receipt with
7. all transaction details. You can then choose whether to print a customer copy by selecting YES or NO.

Debit Sale

How to Process a Debit Sale on the Dejavoo QD2

1. From the home menu, select DEBIT.
2. In the menu that appears, choose SALE.
3. Enter the total sale amount and press OK to confirm.
4. The merchant will be prompted to tap, swipe, insert, or manually enter card details. For debit transactions, swipe or insert the card and follow the on-screen instructions to enter the PIN.
5. Enter the PIN on the QD2 PIN pad and confirm.
6. Cardholders may be prompted to sign for their purchase; follow the on-screen instructions.
7. If the transaction is approved, the terminal will print a sales receipt with transaction details. You can choose to print a customer copy by selecting YES or NO.

1. From the home menu, select CASH.
2. Choose SALE.
3. Enter the total sale amount and press OK to confirm.
4. Input the amount of cash received from the customer under CASH IN. The terminal will display the change due under CHANGE.
5. Verify the cash transaction and provide change if necessary, then press OK to proceed.
6. If the transaction is approved, the terminal will print a sales receipt with all transaction details. You can choose to print a customer copy by selecting YES or NO.

How to Reprint a Receipt on the Dejavoo QD2

1. Tap the STAR icon on your device.
2. If prompted, select REPRINT or REPRINT RECEIPT.
3. Enter the default password.
4. By default, the terminal will select the most recent transaction, but you can also choose BY TRANSACTION # or BY CARD NUMBER.
5. To select a previous transaction, enter the TRANSACTION ID or the last four digits of the card used.
6. Choose the type of receipt to print: MERCHANT COPY or CUSTOMER COPY.
7. Follow the on-screen prompts to complete the reprint.

Credit Card Return

1. Select CREDIT from the home menu.
2. Choose REFUND or RETURN.
3. Enter the total refund amount and press OK to confirm.
4. If prompted, enter the default password.
5. Insert the EMV chip card into the QD2's chip reader to initiate the return.
6. Verify the transaction details and press OK to confirm the refund.
7. If approved, the terminal will print a receipt with all refund details.

Debit Card Return

1. Select DEBIT from the home menu.
2. Choose REFUND or RETURN.
3. Enter the total refund amount and press OK to confirm.
4. If prompted, enter the default password.
5. Swipe or insert the debit card and follow any on-screen instruction to enter the PIN.
6. Verify the transaction details and press OK to confirm the refund.
7. If approved, the terminal will print a receipt with the refund details.

Void Credit Transaction (Card Present)

1. Tap the STAR icon to access the FAVORITES menu.
2. Select VOID or VOID TRANSACTION.
3. Enter the total amount for the void and press OK.
4. If prompted, enter the default password.
5. The merchant or cardholder should tap, swipe, or insert the card used in the original transaction to authenticate the void.
6. Once approved, the terminal will display an APPROVED message and print a receipt confirming the void.

Void Transaction(Card Not Present)

1. Tap the STAR icon to access the FAVORITES menu.
2. Select VOID or VOID TRANSACTION.
3. If prompted, enter the default password.
4. Choose BY TRANSACTION # to locate the specific transaction.
5. Enter the transaction number and press OK.
6. Confirm that the transaction is correct by pressing OK.
7. If prompted, re-enter the default password.
8. The terminal will provide the option to print a receipt detailing the voided transaction.

How to Print Reports on the Dejavoo QD2

1. Tap the STAR icon to access the FAVORITES menu.
2. Select REPORTS.
3. If prompted, enter the default password and press OK.
4. Choose the report type: DAILY REPORT, SUMMARY REPORT, or other available options such as DETAILED REPORT or UNTIPPED REPORT.
5. You may also select TRANSACTION TYPE or assign custom names for CUSTOM REPORTS.
6. Once ready, select the desired report.
7. The terminal will print a copy of the report.

How to Change the Date and Time on the Dejavoo QD2

1. From the home menu, select SETTINGS.
2. Tap the three horizontal bars in the upper right-hand corner.
3. Scroll down and select DATE & TIME.
4. Turn OFF the toggles for AUTOMATIC DATE & TIME and AUTOMATIC TIME ZONE to disable automatic settings.
5. Select SELECT TIME ZONE and choose your regional time zone.
6. If desired, you can toggle AUTOMATIC DATE & TIME and AUTOMATIC TIME ZONE back on.
7. Press the circle button at the bottom of the device to return to the home menu.

Troubleshooting And Tips

Note: A factory reset will erase all data on the device, including transaction history and customized settings.

Performing a factory reset on your Dejavoo QD2 will wipe all data from the terminal. Merchants should back up any important or sensitive data before proceeding. It is recommended not to perform a factory reset unless specifically advised by Dejavoo Support.

How to Reboot Your Dejavoo QD2

1. Press and hold the power button on the side of the terminal.
2. After a few moments, a menu will appear with options such as POWER OFF, REBOOT, SILENT MODE, etc.
3. Select REBOOT and wait for the terminal to restart.

How to Troubleshoot a COMM ERROR on the Dejavoo QD2 **EP**

A COMM ERROR indicates a communication issue preventing the terminal from processing payments. Follow these steps to troubleshoot:

1. Check Network Connectivity

- Go to SETTINGS → WLAN to verify your WiFi connection.
- Alternatively, navigate to SELF CHECK → NETWORK → WIFI or ETH to test the connection.

2. Run a Ping Test (Optional)

A successful PING test confirms that your network connection is stable, though it may not directly fix the COMM ERROR.

3. Verify Date and Time Settings

Incorrect date and time configurations can trigger COMM ERROR messages. Adjust settings by following the HOW TO CHANGE THE DATE AND TIME section under SETTINGS.

4. Test Transaction

After addressing connectivity or configuration issues, attempt a test transaction to confirm the terminal is functioning correctly.

If The Error Persists Despite These Steps, Contact Dejavoo Support For Assistance.

Downloading Terminal Software for the Dejavoo QD2

All Dejavoo QD terminals come preloaded with Aura software, compatible with Linux and Android OS. For the QD2, users can operate with either DVPay or DVLite. This software ensures enhanced security, encryption, and access controls. There is no need to download external third-party apps to process payments on the QD2.

How to Reach Dejavoo Customer Service

EP

For Any Issues Or Questions Regarding Your Dejavoo QD2,
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.

