

EZZY PAYMENT

Dejavoo QD4



Dejavoo QD4

Device Setup & User Manual

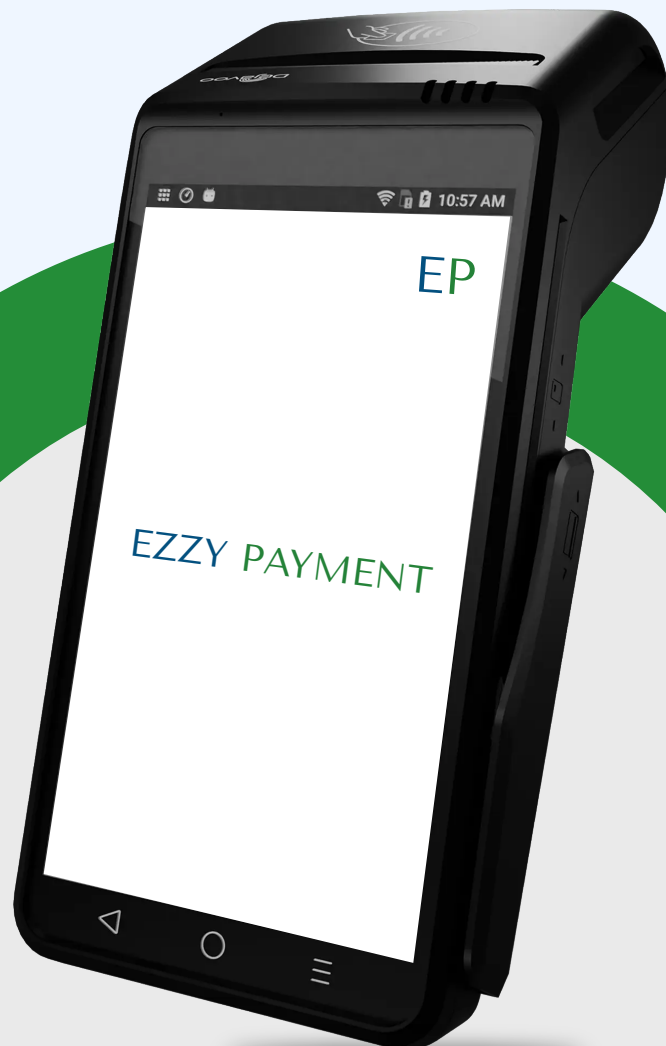
Overview

EP

Experience next-level payment processing with the Dejavoo QD4, a sleek and modern terminal built for speed and convenience. Equipped with a PIN pad and advanced functionality, the QD4 helps reduce wait times and keeps transactions flowing smoothly—even during peak hours.

Stylish, efficient, and competitively priced, the QD4 is available in an optional white finish, making it a perfect fit for businesses that value both performance and design.

Step into the future of payment solutions with the Dejavoo QD4 terminal — and explore our Quick Reference Guide for helpful troubleshooting tips and setup support!



SETUP

How to Load Paper Roll into the Dejavoo QD4

1. Hold the device firmly with both hands.
2. Pinch the sides near the top of the terminal (close to the contactless tap area).
3. Lift the cover upward and away from the screen to open the paper compartment.
4. Insert a 50 ft thermal receipt paper roll into the slot, ensuring the paper feeds from the bottom of the roll toward the screen.
5. Pull a small length of paper out so it extends beyond the cover.
6. Close the top cover securely until it clicks into place.

Note: **Note: Some payment terminals require a separate printer, but the Dejavoo QD4 includes a built-in receipt printer, allowing you to print receipts directly from the device.**

How to Turn On/Off

1. Press and hold the POWER button located on the left-hand side of the terminal when the screen is facing up.
2. Continue holding until the screen lights up — this indicates the device is powering on.
3. To turn off the device, press and hold the POWER button again until a prompt appears, then select Power Off to confirm.

The Dejavoo QD4 supports multiple connectivity options, including WiFi, Ethernet, and USB-to-Ethernet.

To Connect via WiFi:

1. Tap the top-right corner of the screen and swipe down to access the quick settings menu.
2. Select the Wi-Fi icon.
3. Wait for the list of available networks to appear.
4. Tap your desired Wi-Fi network.
5. Enter your Wi-Fi password when prompted.
6. Tap CONNECT to complete the setup.

To Connect via Ethernet:

1. Plug an Ethernet cable into the port located at the bottom of the device.
2. Connect the other end of the cable to your modem or router.

Once connected, your QD4 terminal will automatically detect the network and be ready to process transactions.

Dejavoo QD4 – Default Password

The default password for the Dejavoo QD4 is 1234.

How to Perform a Full or Partial Download

After setting up your Terminal Profile Number (TPN), follow these steps to download the required firmware, software, and encryption keys to your Dejavoo QD4:

1. Tap the A (AURA) button.
2. Tap the three lines icon at the bottom left.
3. Select CORE MENU.
4. Tap UTILITY.
5. Enter the password (1234).
6. Tap OK.
7. From the UTILITY menu, select SOFTWARE DOWNLOAD.
8. Tap CONNECT.
9. Tap NETWORK.
10. Choose FULL DOWNLOAD or PARTIAL DOWNLOAD depending on your needs.
11. Enter your TPN (Terminal Profile Number).
12. Tap OK.
13. When prompted to apply updates, select YES.

The Dejavoo QD4 is designed with advanced security features to protect sensitive cardholder data during every transaction. It is PCI PTS v4 compliant, ensuring all payment activity meets the latest industry security standards.

The terminal integrates seamlessly with a variety of Point-of-Sale (POS) systems through Secure Payment Integration (SPI).

How to Process a Sale

Chip Credit Sale

How to Process a Credit Sale on the Dejavoo QD4

1. From the home screen, tap the CREDIT icon.
 - A menu will appear with options: SALE, RETURN, VOID, AUTH, TICKET, and BALANCE.
2. Select SALE.
3. Enter the sale amount and press OK.
4. The customer will be prompted to tap, insert, swipe, or manually enter their card number.
 - For chip cards, the customer must insert or tap the card.
5. The terminal will process the transaction, which will then be approved or declined.
6. If required, the customer will sign on the screen. Once completed, press OK.
7. The sales receipt will print automatically with all transaction details.

How to Process a Sale on the Terminal:

1. Press the CREDIT icon on the home screen. Options will appear: SALE, RETURN, VOID, AUTH, TICKET, BALANCE.
2. Select SALE.
3. Enter the sale amount and press OK.
4. The customer will be prompted to tap, insert, swipe, or manually enter their card number. Tap ENTER CARD NUMBER if entering manually.
5. Enter the card number and press OK.
6. Enter the card's expiry date and press OK.
7. When prompted "Is the card present?", press YES if the card is present, or NO if it is not.
 - If the card is present, enter the CID number, ZIP code, and address.
 - If the card is not present, enter the AVS (Address Verification Service) information and card security code:
 - ♦ For MasterCard or Visa: 3-digit code on the signature line.
 - ♦ For American Express: 4-digit code on the front, above the card number.
8. The sale will be processed and either approved or declined.
9. A sales receipt will print with the transaction details.

1. Press the DEBIT icon on the terminal's home screen.

A new screen will display the following options: SALE, RETURN, and BALANCE.

2. Select SALE.

3. Enter the sale amount and press OK.

4. The customer will be prompted to tap, insert, or swipe their card. Select the appropriate option based on the customer's choice.

5. If prompted, select the preferred application.

6. If prompted, confirm the sale amount by tapping YES.

7. The customer will be prompted to enter their PIN on the encrypted PIN Pad (either built-in or external).

After entering the PIN, they should press OK.

8. The terminal will display the host response, print the sales receipt, and then return to the idle screen.

Cash Sale

1. Press the CASH icon on the home screen.

2. Select SALE.

3. Enter the cash sale amount and press OK.

4. The terminal will process the sale and automatically print the receipt with transaction details.

How to Reprint a Receipt

1. From the main prompt, tap the Star icon to open the FAVORITES menu.
2. Select REPRINT RECEIPT.
3. When prompted, enter the Manager Password (default: 1234).
4. Choose your preferred option:
 - LAST – to reprint the most recent transaction
 - BY TRANSACTION # – to reprint a specific transaction
 - BY CARD NUMBER – to search by card used
5. Follow the on-screen prompts to complete the process. The terminal will print the selected transaction receipt.

How to Process a Refund (Credit Card Return)

1. Press the CREDIT icon on the home screen.
2. A new screen will display the following options: SALE, RETURN, VOID, AUTH, TICKET, and BALANCE.
3. Select RETURN.
4. Enter the return amount. If the displayed amount is correct, press OK to confirm.
5. If prompted, enter the Manager Password (default: 1234).
6. The customer will be prompted to tap, insert, swipe, or manually enter their card number. Select the appropriate option.
7. The terminal will process the transaction and display whether it is approved or declined.
8. If required, the customer will be prompted to sign on the screen. Once signed, press OK.
9. The terminal will print the receipt with all transaction details.

How to Process a Refund (Debit Return)

1. Press the DEBIT icon on the home screen.

A new screen will display the following options: SALE, RETURN, and BALANCE.

2. Select RETURN.

3. Enter the return amount.

If the displayed amount is correct, press OK to confirm.

If it's incorrect, press CANCEL and re-enter the correct amount.

If prompted, enter the Manager Password (default: 1234).

4. The customer will be prompted to tap, insert, swipe, or manually enter their card number. Select the appropriate option.

5. If prompted, select the preferred application.

6. Enter the original transaction date and press OK.

7. Enter the original transaction time and press OK.

8. The customer will be prompted to enter their PIN on the encrypted terminal PIN Pad (built-in or external), then press OK.

9. The terminal will process the return and display whether it is approved or declined.

10. Once complete, the terminal will display the host response, print the receipt, and return to the idle screen.

How to Process a Refund (Cash Return)

1. Press the CASH icon on the home screen.

A new screen will display the following options: SALE and RETURN.

2. Select RETURN.

3. Enter the return amount. If the displayed amount is correct, press OK to confirm.

4. If prompted, enter the Manager Password (default: 1234).

5. Press YES to confirm the return amount.

6. The terminal will process the transaction and print the receipt with full transaction details.

Void Credit Transaction (Card Present)

1. Press the CREDIT icon on the terminal's home screen.
A new screen will display the following options: SALE, RETURN, VOID, AUTH, TICKET, and BALANCE.
2. Select VOID.
3. Enter the void amount and press OK to confirm.
4. If prompted, enter the Manager Password (default: 1234).
5. The customer will be prompted to tap, insert, swipe, or manually enter their card number. Select the appropriate option.
6. Enter the original transaction number and press OK.
7. The terminal will process the transaction and display whether it is approved or declined.
8. Once completed, the terminal will print the void receipt with full transaction details.

How to Void a Transaction (Using Transaction Number)

Void Transaction(Card Not Present)

1. Press the STAR icon on the home screen to open the FAVORITES menu.
2. Select VOID TRANSACTION.
3. If prompted, enter the Manager Password (default: 1234).
4. Choose BY TRANSACTION #.
5. Enter the transaction number and press OK.
6. Select the transaction you wish to void by tapping on it, then confirm by pressing SELECT.
7. The terminal will process the void, and print the receipt with full transaction details.

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

How to Change the Date and Time on the Dejavoo QD4

Note:

- When the terminal powers on, it will prompt you to confirm the date and time.
 - If correct, press F2.
 - If incorrect, press F4 and follow prompts to update.
- Date format: MM (month), DD (day), YY (year)
- Time format: HH (hour), MM (minute), SS (second) — 24-hour (military) format.
- Both entries are done without spaces.

Method 1: Using the Settings Menu

1. From the idle screen, tap the GEAR icon to access SETTINGS.
2. If prompted, enter the Manager Password (default: 1234).
3. Tap DISPLAY & TIME.
4. Tap SELECT TIME ZONE and choose your preferred time zone.

Method 1: Using the Settings Menu

1. From the idle screen, press OK to open the Core Menu.
2. Tap UTILITY. If prompted, enter the Manager Password (default: 1234).
3. Tap SETTINGS, then DATE AND TIME.
4. Set the Date:
 - If correct, press OK.
 - If incorrect, press the yellow BACKSPACE to clear, then enter the correct date in MM/DD/YY format.
5. Set the Time:
 - If correct, press OK.
 - If incorrect, press the yellow BACKSPACE to clear, then enter the correct time in 24-hour (military) format.

Troubleshooting And Tips EP

How to Do a Factory Reset

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.
- Dejavoo does not recommend users perform a factory reset on their own, as this will completely erase the device's Market application.
- Failure to follow instructions precisely can result in errors or device malfunction.

Alternative Options:

- Instead of a full factory reset, you may clear the previous configuration settings and start fresh with a new TPN (Terminal Profile Number).
- Users who want to clear the Aura application from a prior configuration should also clear the app data from the Android settings.

Important Note:

Merchants should back up all sensitive data before proceeding, as clearing app data will erase stored information.

Steps:

1. From the Android home screen, select SETTINGS.
2. Tap ABOUT POS.
3. Select POS CONFIGURATION.
4. When prompted, enter your Administrator Login.
5. Password options: 01062009 or 99999999.
6. Double-confirm your login after entry.
7. Tap the back arrow twice, then navigate to APPS.
8. Select DVPAY.
9. Tap STORAGE.
10. When prompted, select CLEAR DATA.
11. Return to the home screen.

How to Reach Dejavoo Customer Service

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For Any Issues Or Questions Regarding Your Dejavoo QD4,
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.

