Manuals+ — User Manuals Simplified.

PaymentCloud Dejavoo-P3 Wireless Terminal User Guide

Contents

PaymentCloud Dejavoo-P3 Wireless Terminal

These steps have been provided to assist you with your Dejavoo Android device using iPOSPays software.

IMPORTANT: The terminal's idle prompt displays an ENTER AMOUNT screen, as well as the following icons:

 Menu   Settings   Favorites   Support

Feature

PIN Pad

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap PIN PAD.
4. For countertop devices, PIN Pad is enabled through portal integration setup.
5. For PIN Pad devices, enable and enter the countertop device IP address.
6. Click on START PAIRING.

COMM SETUP

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap COMM SETUP.
4. Click on any one of the network choices listed: CONFIGURE (GPRS, WIFI, ETHERNET, BLUETOOTH).
5. Tap on GPRS.
6. Tap on the desired network and configure.

DISPLAY & TIME

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap DISPLAY & TIME.
4. Click on SELECT TIME ZONE and choose your preferred time zone.

SPIn

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap SPIN.
4. SPIn details are assigned automatically by the TPN parameter.

DEMO VIDEOS

1. From the idle prompt, tap the icon to select CASH.
2. Tap on desired DEMO VIDEO.
3. Click the button for the previous screen.

KEYBOARD

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap KEYBOARD.
4. Tap KEYBOARD BEEP to enable or disable the keyboard beep sound.
5. Tap the TRANSACTION RESPONSE audio cue to enable or disable transaction audio.

LANGUAGE & THEME

1. From the idle prompt, tap the icon to access the SETTINGS menu.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Tap LANGUAGE & THEME.
4. Choose your language preference: United States – English or Spanish
5. Choose a color theme: Cyan or Blue Gray.

VOID SALE

1. From the idle prompt, tap the icon and select VOID.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card numbers.
4. Select the transaction and tap on the icon.
5. The transaction is processed. VOID sale receipts will print with details of the transaction.
6. A REFUND transaction also can be voided.

PRE AUTH

1. From the idle prompt, tap the icon and select PRE AUTH.
2. Enter the amount and tap OK.
3. Insert/swipe the card to do a PRE AUTH.
4. If prompted, the customer enters the PIN# on the encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
5. The transaction is processed. PRE AUTH receipts will print with details of the transaction.

SHOW/SETTLE BATCH

1. From the idle prompt, tap the icon and select SHOW/SETTLE BATCH.
2. Tap on SETTLE.
3. Any untipped transactions in the batch will prompt an alert.
4. Tap YES.
5. The batch will be settled and receipts will be printed.

CASH

1. From the idle prompt, tap the ⭐ icon and select CASH.
2. Enter the Sale amount then click on OK.
3. Enter the amount of cash received from the customer under CASH IN and the balance will be displayed under CHANGE.
4. Click OK. The transaction is processed and receipts will print with details of the transaction.

CREDIT SALE

1. From the idle prompt, enter the SALE amount and tap OK.
2. If TIP AMOUNT is enabled, a tip suggestion prompt will appear.
3. Select a tip amount and click OK.
4. Insert/swipe the card or choose an alternative payment option from OTHER OPTIONS.
5. If prompted, the customer enters the PIN# on the encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
6. The transaction is processed. Sales receipts will print with details of the transaction.

REFUND

1. From the idle prompt, tap the ☰ icon and select REFUND.
2. If prompted, input Manager Password (last 4 digits of TPN#).
3. Enter the REFUND amount and tap OK.
4. Insert/swipe the card.
5. If prompted, the customer enters the PIN# on the encrypted terminal PIN Pad or encrypted external PIN Pad and presses OK. If no PIN# is required, press OK to bypass.
6. The transaction is processed. Refund receipts will print with details of the transaction.

TICKET

1. From the idle prompt, tap the ☰ icon and select TICKET.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card numbers (last 4 digits).
4. Select the transaction and tap on the ＞ icon.
5. Edit the final amount for ticketing.
6. The transaction is processed. Ticket receipts will print with details of the transaction.

REPRINT RECEIPT

1. From the idle prompt, tap the ⭐ icon and select REPRINT.
2. By default, the most recent transaction is selected.
3. Previous transactions can be selected based on transaction IDs or credit card numbers (last 4 digits).

4. Select the transaction and tap on the > icon.

5. Select YES to re-print the merchant copy.

6. Merchant copies will be printed. Options for reprinting customer copy are also available.

CALL ME BACK

1. From the idle prompt, tap the icon to select CALL ME BACK.

2. Tap your required support and enter your contact number.

3. A ticket will be created and you will receive a call back from the support team.

REMOTE DIAGNOSIS

1. From the idle prompt, tap the icon to select REMOTE DIAGNOSIS.

2. The AnyDesk app will open.

3. Enter the AnyDesk remote address of the customer support team.

4. The support team will diagnose the device remotely.

5. Click the button for the previous screen.

HARDWARE DIAGNOSIS

1. From the idle prompt, tap the icon to select HARDWARE DIAGNOSIS.

2. Tap on desired hardware test and follow the prompt.

3. Click > the button for the previous screen.

REPORTS

1. From the idle prompt, tap the icon and select REPORTS.

2. Choose REPORT from OPEN/CLOSED Batch.

3. Tap on desired report type (Summary, Daily, Un-Tipped, Tipped, Non-Cash).

4. Tap on NEXT and then tap on the icon.

ADJUST TIP

1. From the idle prompt, tap the icon and select ADJUST TIP.

2. If prompted, input Manager Password (last 4 digits of TPN#).

3. By default, the most recent transaction is selected.

4. Enter the tip amount under TIP and tap OK.

5. Repeat the previous step for all un-tipped transactions then tap on the > icon.

6. Tap on YES to complete the tip adjustment.

7. Print by clicking the icon.

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Documents / Resources

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