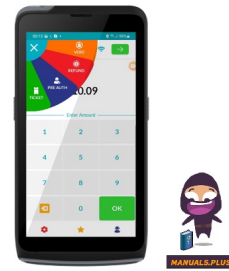


PaymentCloud
P5 Bluetooth WiFi
Handheld Wireless
Terminal



PaymentCloud P5 Bluetooth WiFi Handheld Wireless Terminal User Manual

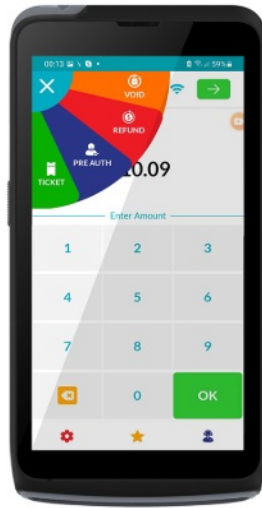
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PaymentCloud P5 Bluetooth WiFi Handheld Wireless Terminal



Product Information

Overview:

The Dejavoo P5 terminal is a handheld payment solution designed for today's merchants. It is lightweight and easy to use, with an advanced PIN pad feature for seamless transactions. The terminal's portability, HD touchscreen, and diverse payment capabilities offer complete versatility, creating an ultramodern checkout experience.

Specifications

- **Model:** Dejavoo P5
- **Features:** HD touchscreen, advanced PIN pad, portable
- **Connectivity:** WiFi (Ethernet not supported)
- **Receipt Printer:** Not included

Product Usage Instructions

Setup:

How To Load Paper Roll:

The Dejavoo P5 lacks a built-in receipt printer, so you can't load thermal receipt paper into this device.

How To Turn On/Off:

1. Power On: Press and hold down the power button on your Dejavoo P5 until the device activates.
2. Power Off: Press and hold down the power button on your Dejavoo
3. P5 until the device powers off.

How To Set Up WiFi Connection:

1. Access SETTINGS.
2. Enter the Manager Password (last four digits of your TPN #).
3. Select COMM SETUP.
4. Choose your network and enter your network name and password.
5. Select GPRS if prompted.

6. Enter your password to connect to the network.

Overview

The Dejavoo P5 terminal is a handheld payment solution designed for today's merchants. It is lightweight and easy to use, with an advanced PIN pad feature for seamless transactions. The Dejavoo P5's portability, HD touchscreen, and diverse payment capabilities offer complete versatility, creating an ultramodern checkout experience! Click [here](#) to purchase the Dejavoo P5 terminal from our online shop.

Setup

How To Load Paper Roll

The Dejavoo P5 lacks a built-in receipt printer, so you can't load thermal receipt paper into this device.

How To Turn On/Off

1. Power On: Press and hold down the power button on your Dejavoo P5 until the device activates.
2. Power Off: Press and hold down the power button on your Dejavoo P5 until the device powers off.

How To Set Up an Ethernet or WiFi Connection

Connect to Ethernet

The Dejavoo P5 is not compatible with Ethernet connectivity.

Connect to WiFi

1. Access SETTINGS.
2. Enter the Manager Password (the last four digits of your TPN #).
3. When prompted, select COMM SETUP.
4. You will be asked to select your network – have your network name and password handy.
5. If prompted, select GPRS.
6. Enter your password to gain access to your chosen network.

Dejavoo P5 – Default Password

The default password for the Dejavoo P5 will be the last four digits of your product's terminal profile number, or TPN.

Accept Payments:

How to Process a Sale – Chip Credit Sale:

1. Select The ALE icon on the home screen.
2. Enter the SALE AMOUNT and confirm.
3. Select CARD PAYMENT if prompted.
4. The cardholder authenticates payment by tapping, swiping, or inserting the card.
5. Remove the card when prompted.
6. Transaction approval/decline followed by a possible signature request.
7. Option to send a receipt via email or text.

Manual Entry Credit Sale:

1. Select the SALE icon on the home screen.
2. Enter SALE AMOUNT and confirm.
3. The Cardholder swipes, inserts, taps the card, or enters card details manually.
4. Enter the card number, expiration date, and billing zip code.
5. Transaction approval/decline.
6. Option to email or text receipt.

Accept Payments

How to Process a Sale

Chip Credit Sale

1. Select the SALE icon on the home screen.
2. Enter the SALE AMOUNT, then confirm.
3. If prompted to select between CASH PAYMENT and CARD PAYMENT, select CARD PAYMENT.
4. The cardholder will be asked to tap, swipe, or insert the card to authenticate payment. Cardholders should insert their EMV chip card or exercise the contactless tap option.
5. Remove the card when prompted.
6. The transaction will either be approved or declined. The cardholder may then be prompted to sign for the purchase.
7. The merchant will have the option to send cardholders a receipt for their sale via email or text.

Note:

Before the transaction is approved or declined, cardholders may be prompted to leave a tip for services rendered (15%, 20%, etc.). This mainly applies to merchants in the restaurant or service industry.

Manual Entry Credit Sale

1. Select the SALE icon on your home screen.
2. Enter the SALE AMOUNT, then confirm.
3. The cardholder will be asked to swipe, insert, tap their card, or enter the card details manually. Select ENTER CARD #.
4. Manually enter the card number used in the transaction, including the expiration date and billing zip code.*
5. At this point, the sale will either be approved or declined.
6. The merchant will then have the option to email or text the cardholder a receipt for the sale.

Note:

Completion of a manual entry sale is contingent on the terminal configuration details.

Debit Sale

1. Select the SALE icon on your home screen.
2. Enter the SALE AMOUNT, then confirm.
3. If prompted to select between CASH PAYMENT and CARD PAYMENT, select CARD PAYMENT.
4. When prompted, select the DEBIT.
5. The cardholder will be prompted to swipe, insert, or tap their card.

6. Customers will be prompted to enter PIN details on the P5 PIN pad before finalizing a purchase.
7. The merchant will then have the option to email or text the cardholder a receipt for the sale.

Cash Sale

1. Select the SALE icon on your home screen.
2. If prompted to select between CASH PAYMENT and CARD PAYMENT, select CASH.
3. Enter the SALE AMOUNT, then confirm.
4. Enter the total cash received from the customer under CASH IN. Any outstanding balance can be seen under the CHANGE display on your P5 screen.
5. Confirm the cash transaction.
6. The merchant can send the cardholder a receipt for their sale via email or text.

How to Reprint Receipt

The Dejavoo P5 has no built-in printer and cannot print or reprint customer receipts.

How to Process a Refund

1. Credit Card Return
2. Access the MENU on your P5 device.
3. If prompted, enter the Manager Password.
4. Select the REFUND icon.
5. Enter the RETURN AMOUNT, then confirm.
6. Insert or tap the card used during the transaction.
7. The merchant will then have the option to email or text the cardholder a receipt for the sale.

How to Process a Refund

1. Credit Card Return
2. Access the MENU on your P5 device.
3. If prompted, enter the Manager Password.
4. Select the REFUND icon.
5. Enter the RETURN AMOUNT, then confirm.
6. Insert or tap the card used during the transaction.
7. The merchant will then have the option to email or text the cardholder a receipt for the sale.

Debit Card Return

1. Access the MENU on your P5 device.
2. If prompted, enter the Manager Password.
3. Select the REFUND icon.
4. Enter the RETURN AMOUNT, then confirm.
5. Insert, swipe, or tap the card used during the transaction.
6. Verify the return by entering your PIN details using the P5 PIN pad.

7. The merchant will then have the option to email or text the cardholder a receipt for the sale.

Accept Payments Cont.

Cash Return

1. Access the MENU on your P5 device.
2. If prompted, enter the Manager Password.
3. Select the REFUND icon.
4. When prompted to select a method for the refund, select CASH. If prompted, select SALE.
5. Enter the RETURN AMOUNT, then confirm.
6. The merchant will then have the option to email or text the cardholder a receipt for the sale.

How to Void Transaction

Void Credit Transaction (Card Present)

1. Access the MENU on your P5 device.
2. Select VOID.
3. When prompted, enter either the last four digits of the card used during the transaction or the transaction number itself.
4. If prompted, enter your Manager Password.
5. VOID will then be processed, with the option to send a receipt via text or email.

Void Credit Transaction (Card Not Present)

1. Access the MENU on your P5 device.
2. Select VOID.
3. When prompted, enter either the last four digits of the card used during the transaction or the transaction number itself.
4. If prompted, enter the Manager Password.
5. VOID will then be processed, with the option to send a receipt via text or email.

How to Print Reports

The Dejavoo P5 has no built-in printer and cannot print reports

Settings

There are numerous ways to adjust the settings on your Dejavoo P5. You can calibrate your terminal contrast, set the date and time, or modify security configurations. Below, we'll explain how to do a few of those things.

How to Change the Date and Time

1. Access the MENU on your P5 device.
2. If prompted, select UTILITY.
3. Select SETTINGS.

4. Find and select the DATE AND TIME option.
5. If the listed date and time are accurate, leave them as is. Should they require adjustment, clear the time details before re-entering them correctly.
6. Enter the relevant information for DATE in the MM/DD/YY format.
7. Enter the appropriate regional time zone in the 24-hour clock/military time format for TIME.

How To Adjust Menu Security Settings on Your Dejavoo P5

1. Access the MENU on your P5 device.
2. If prompted, select UTILITY.
3. Select SECURITY.
4. Select MENU UTILITY.
5. Choose your desired security option.

How To Adjust the Display on Your Dejavoo P5

1. Access the MENU on your P5 device.
2. If prompted, select UTILITY.
3. Select SETTINGS.
4. Select DISPLAY.
5. Tap + to increase display contrast or – to decrease contrast.
6. Save your settings when you've arrived at your preferred display.

Troubleshooting & Tips

How To Do a Factory Reset

There are two ways the Dejavoo P line terminals can be reset. One can be performed without removing any applications from your device. If a customer performs a factory reset incorrectly, Dejavoo will not be able to reinstall the app onto that customer's device. If the customer decides to send the terminal back for repair, Dejavoo reserves the right not to swap the device. Contact a Dejavoo Relationship Manager or customer service representative for further assistance. You can try performing a factory reset on your Dejavoo P5 by following these steps:

1. On your P5 screen, select ANDROID SETTINGS.
2. Select ABOUT DEVICE at the bottom of the screen.
3. Select either HARDWARE VERSION or CUSTOM BUILD VERSION. This step must be completed anywhere from 6-8 times depending on the terminal (P1, P3, P5, etc.)
4. Select the DIALER.
5. Enter *#87#.
6. At this point, your device will begin its FACTORY RESET.
7. If prompted, download TPN.

Merchants can also try booting up their devices by simultaneously pressing and holding down the POWER and VOLUME buttons. Merchants should hold down on these buttons for approximately ten to fifteen seconds. At this point, your device may go into Android Recovery mode. Following this, select WIPE DATA/FACTORY RESET, then

confirm. Upon confirmation, your device will begin its factory reset.

How to reboot your Dejavoo P5

1. A small button on the side of your Dejavoo P5 will display a dash inside a circle. Press this button.
2. You will then be presented with the following options: POWER OFF or REBOOT.
3. Select REBOOT.

How To Reach Customer Service

- If you have any customer service issues related to your
- Dejavoo terminal, contact Dejavoo directly, either via email
- (support@dejavoo.io) or telephone ([877-358-6797](tel:877-358-6797)).

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FAQS

Q: What is the default password for Dejavoo P5?

A: The default password for the Dejavoo P5 is the last four digits of your product's terminal profile number (TPN).

Documents / Resources



[PaymentCloud P5 Bluetooth WiFi Handheld Wireless Terminal](#) [pdf] User Manual
P5, P5 Bluetooth WiFi Handheld Wireless Terminal, Bluetooth WiFi Handheld Wireless Terminal
, WiFi Handheld Wireless Terminal, Handheld Wireless Terminal, Wireless Terminal, Terminal

References

- [User Manual](#)

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