



(800) 544-9145

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


### 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 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 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 assigned automatically by TPN parameter.


### DEMO VIDEOS



1. From the idle prompt, tap the  icon to select **CASH**.
2. Tap on desired **DEMO VIDEO**.
3. Click  button for 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 keyboard beep sound.
5. Tap **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, customer enters PIN# on 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, customer enters PIN# on 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, customer enters PIN# on 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 number (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 number (last 4 digits).
4. Select the transaction and tap on the icon.
5. Select **YES** to re-print merchant copy.
6. Merchant copy 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 button for 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 button for 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 icon.
6. Tap on **YES** to complete tip adjust.
7. Print by clicking icon.