

DEJAVOO QD4 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions — v2 / PCI.5 / WiFi + Ethernet + USB

DEVICE OVERVIEW

Dejavoo QD4 (v2)

Android-based countertop payment terminal with built-in receipt printer, PIN pad, smart card reader, and contactless NFC. Tri-Comm capable: Ethernet, Wi-Fi, or USB. PCI PTS 5.x compliant. Default admin password: 1234.

Key Specs

Connection: Ethernet (bottom port), Wi-Fi, or USB
Accepts: Swipe, Chip, Tap/NFC (PayPass, PayWave, Apple/Google Pay)
Printer: Built-in thermal — paper size 2¼" x 50 ft
Power: Included AC adapter | Default Password: 1234
Admin: Tap ☰ three bars (bottom-left) | PCI PTS 5.x Certified

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Won't Power On	Power cable loose or not connected	Connect power cord to adapter jack, then to wall outlet. Press and hold Power button (left side of terminal, screen facing up). Check cable for damage.
"POS Offline" on Screen	Terminal lost internet connection	Verify Ethernet cable is plugged in (bottom port) or check Wi-Fi: swipe down from top-right > Wi-Fi icon > reconnect. Reboot terminal and router.
No Wi-Fi Networks Found	Wi-Fi not enabled or router out of range	Swipe down from top-right corner > tap Wi-Fi icon to enable. Wait for network list to load. Move closer to router if no networks appear.
Touchscreen Unresponsive	App freeze or OS crash	Hold Power button 10+ seconds to force reboot. If screen is dirty, clean with soft dry cloth. Confirm no physical damage to screen.
Receipt Not Printing	Paper out, loaded backwards, or permission error	Open paper compartment (pinch sides near top, flip up). Load 2¼" paper with paper feeding from top/bottom of roll. Press OK on receipt prompt. Check app permissions under Settings > Apps > Permissions.
Paper Jam	Paper loaded incorrectly or torn inside	Power off terminal. Open paper compartment. Remove all paper and debris. Reload paper ensuring it feeds correctly from the roll. Close cover firmly.
Transaction Declined	Card issuer declined — funds, expiry, or fraud block	Ask customer to use a different card. Verify card is not expired or damaged. Try another payment method.
Chip Card Read Error	Card not inserted correctly or dirty chip	Insert chip face-up fully until seated. Do NOT remove until instructed. Clean chip contacts with dry cloth. Try alternate card.
Contactless/NFC Not Working	NFC not enabled or card held too far from reader	Hold card/device within 2 inches of the NFC zone (top of terminal). Avoid metal surfaces nearby. Check that contactless is enabled in terminal settings.
Communication Error / No Host	Wrong comm type selected or IP mismatch	Verify comm type: ☰ > Settings > Communication. Confirm Ethernet or Wi-Fi is active and IP address is configured. Reboot terminal. Check POS software is running.
Software Download Required	Terminal detected newer version available	Connect to internet. Tap ☰ > Applications. The terminal will prompt for a download — tap YES to proceed. Settle open batches before downloading.

Error / Issue	Likely Cause	Solution
PIN Pad Not Communicating	PIN pad parameters out of sync	On QD4: ☰ > Applications > Credit/Debit/EBT > Setup > Password (1234) > Pinpad > Update Parameters. Confirm PIN pad cable connection.
Incorrect Password / Locked	Wrong password entered 3 times	Power cycle the terminal (hold Power button, power off, power back on). Default password is 1234 — contact your processor if password was changed.
Batch Close Error	Settlement failed or batch mismatch	Contact your merchant processor to force the batch through. Do not purge the batch. Call 855-465-9999 if unresolved.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I reboot the QD4?	Press and hold the Power button on the left side of the terminal until the screen goes dark, then release and hold again to power back on. Or go to Settings > Restart.
What is the default admin password?	The default manager/admin password is 1234. Change this after initial setup for security.
How do I connect to Wi-Fi?	Swipe down from the top-right corner of the screen. Tap the Wi-Fi icon. Wait for networks to load, tap your network, enter the password, and tap CONNECT.
How do I load receipt paper?	Hold device in both hands. Pinch the sides of the top near the card reader tap section and flip the cover up (away from the screen). Insert the 2¼" roll with paper feeding from the top. Close the cover.
What payment types are accepted?	Magnetic stripe swipe, EMV chip, and NFC/contactless (MasterCard PayPass, Visa PayWave, Apple Pay, Google Pay, Samsung Pay, ExpressPay).
How do I settle/close a batch?	Tap the ☰ menu icon (bottom-left). Navigate to Batch > Batch Close. Enter your password if prompted and confirm the settlement.
How do I check connectivity?	On the home screen, the status bar at the top shows Wi-Fi or Ethernet icons. A green icon indicates active connection. You can also check Settings > Communication.
How do I process a refund/return?	Tap the CREDIT icon on home screen > RETURN. Enter amount and password (1234). Follow prompts. The original card is typically required.
Is the QD4 PCI compliant?	Yes — PCI PTS 5.x certified. Supports P2PE/SPIn (Secure Payment Interface) integration for data security and compliance.

QUICK TIPS & BEST PRACTICES

Connectivity

Use Ethernet for most stable connection. If using Wi-Fi, position the terminal close to the router. Avoid placing near microwaves or other wireless devices.

Printer Care

Use only 2¼" x 50 ft thermal receipt paper. Keep paper compartment clean and free of debris. Store extra paper away from heat and direct sunlight to prevent fading.

Security & Access

Change the default password (1234) after setup. Keep admin access restricted to authorized staff only. Settle batches daily to avoid settlement errors.

TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line
855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred

• Firmware version (Admin/Settings menu)

Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.