

Dejavoo P8 Troubleshooting SOP

Device Reboot

1. Power off the Dejavoo P8 device by pressing and holding the black power button located on right side of device
2. Wait for 10 seconds.
3. Power on the device.
4. Observe the startup process for any errors

Network Connectivity Check

1. Ensure the Dejavoo P8 is connected to the POS network Wi-Fi.
2. Verify the Wi-Fi signal strength
3. Confirm the POS network is operational and other devices are connected.
4. Verify the connectivity by running a health check on the P8 device. Note any devices showing red in health

Time And Date Verification

- 1. Even if time is close to actual time it is important to check these settings on all P8 devices.**
2. Exit the tonic software
3. Swipe up on screen to access all applications
4. Enter the settings
5. Scroll to the bottom
6. Select system
7. Select time and date
8. Select use network provided time
9. Select use network provided time
10. Select time zone
11. Choose correct time zone

TPN and Token Verification

1. Log in to the Tonic Back Office.
2. Navigate to the payment terminals section.
3. Confirm the TPN of the device and find the corresponding Device in BO
4. Verify the TPN matches the device.
5. Confirm the token associated with the device is correct and active.

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6. To confirm the token please review the entire token, if changing the token ensure the entire text box is empty in the back office before replacing the token
7. If replacing the token we need to complete an EMV register from the FOH

Parameter Download

1. Navigate to the DV pay lite app.(swipe up from device home screen to access all apps)
2. Select the star on the bottom of the screen
3. Select Upgrade App
4. Password is the last 4 numbers of the TPN on the device
5. Select Download Parameter
6. Confirm the download process and wait for completion.
7. Restart the device after the download is finished

EMV Register Steps(use only if replacing the token)

1. Login to the Tonic software on the affected hand held device using a manager number
2. Navigate to the EMV screen
3. Select Register
4. Confirm the EMV was registered by the “registered” prompt on the screen