Dejavoo P1 Troubleshooting

Device Reboot

1. Power off the Dejavoo P1 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

Verify Device is Ready For Transaction

1. Open the Dv pay lite app
2. Verify device says “waiting for transaction”
3. If device has a keypad then it may be in bypass mode, to reenter spin mode select the “DVSpin” button at the top right corner of the screen

Network Connectivity Check

1. Ensure the Dejavoo P1 is connected to the POS network.
2. If using wifi Verify the Wi-Fi signal strength
3. Confirm the POS network is operational and other devices are connected.

Time And Date Verification

1. Even if time is close to actual time it is important to check these settings on all P1 devices.

2. Select the all apps button (white button with 6 dots) on screen to access all applications 3. Enter the settings
4. Scroll to the bottom
5. Select time and date
6. Select automatic date and time
7. Select use network provided time
8. Select time zone
9. Choose correct time zone

TPN Token, Auth Key, And Register ID Verification

1. Log in to the Tonic Back Office.
2. Navigate to the payment terminals section.
3. Confirm the TPN, Token, authkey, and register ID of the device and find the corresponding Device in BO

4. Verify the TPN matches the TPN given by the device under param update. 5. Confirm the token associated with the device is correct and active.
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

Parameter Download

1. Navigate to the DV pay lite app.
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. One time password may be asked here it can be found under about device in IPOS Pays portal
7. Confirm the download process and wait for completion.
8. Restart the device after the download is finished