

Your Clover® Station Duo has two units. The unit facing the cashier has your merchant screen where you enter orders. The unit facing the customer has the smaller, 7-inch terminal screen where customers pay.

## Pay with a chip card

1. Hold the card face-up.
2. Insert the edge with the chip into the top of the payment terminal.
3. Push until the card clicks into the slot.
4. Follow the instructions on the screen:
  - Optionally add a tip (where available).
  - Enter a PIN if prompted.
  - Optionally sign the screen using a finger.
  - Choose receipt options.
5. Remove the card when prompted.

## Pay with a magnetic stripe card

1. Hold the card facing them.
2. Rotate the card so the magnetic stripe is at the bottom and facing away.
3. Slide the card from left to right in the groove along the top edge of the payment terminal.
4. Follow the instructions on the screen:
  - Choose debit or credit. Debit transactions will prompt for PIN entry.
  - Optionally add a tip (where available).
  - Optionally sign the screen using a finger.
  - Choose receipt options.

## Pay with a contactless card

1. Hold the card facing them.
2. Hold the card close to the contactless payment symbol on the screen.
3. Follow the instructions on the screen:
  - Optionally add a tip (where available).
  - Optionally sign the screen using a finger.
  - Choose receipt options.



Congratulations  
on the purchase  
of your new  
**Clover Flex**



# Set Up the Hardware

## What's included



Clover Flex



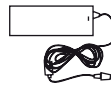
Charging cradle



Receipt paper



Power cord  
(2 for EU)

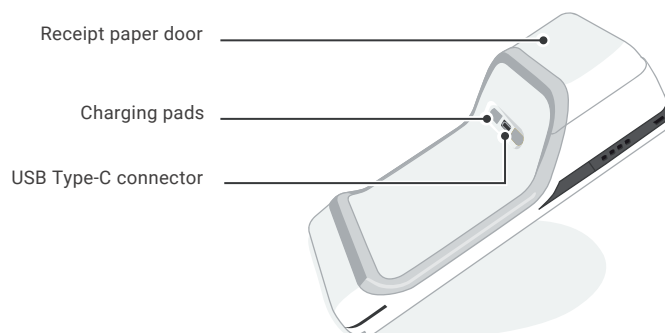
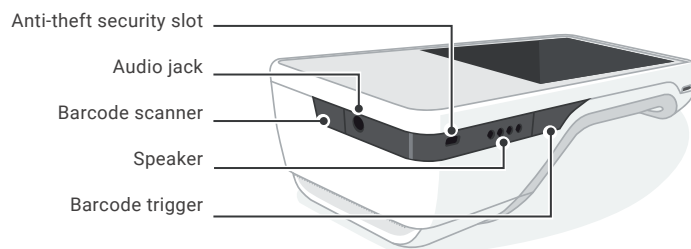
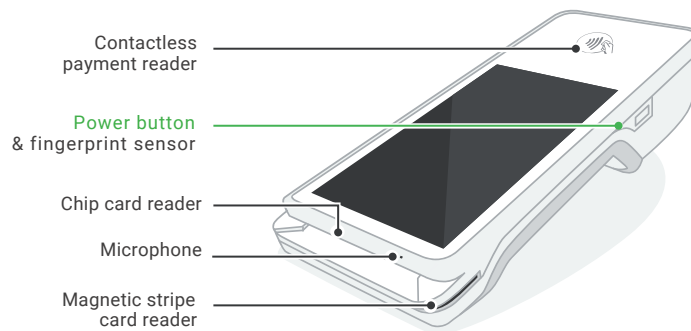


Power brick



Screwdriver

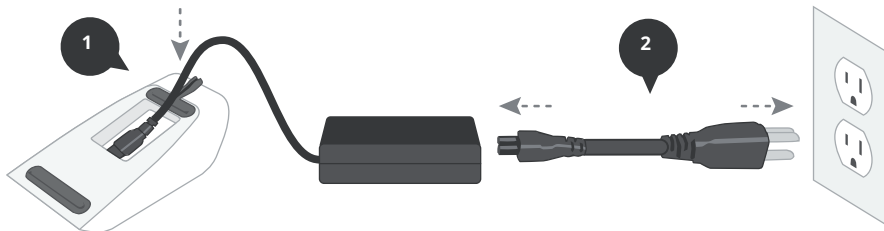
## Clover Flex Features



## Set Up the Hardware

### Plug in the cables for your Clover Device

1. Plug the power brick into the charging cradle.
2. Attach the power cord to the power brick and plug the power cord into a power source.



3. Place the device on the charging cradle. A battery icon will appear on the screen.
4. Press and hold the power button until the Clover logo appears on the screen.
5. Clover Flex should now be powered on.





# Connect Clover Flex to a Network

Once your Clover Flex has started, select your primary language for your device.

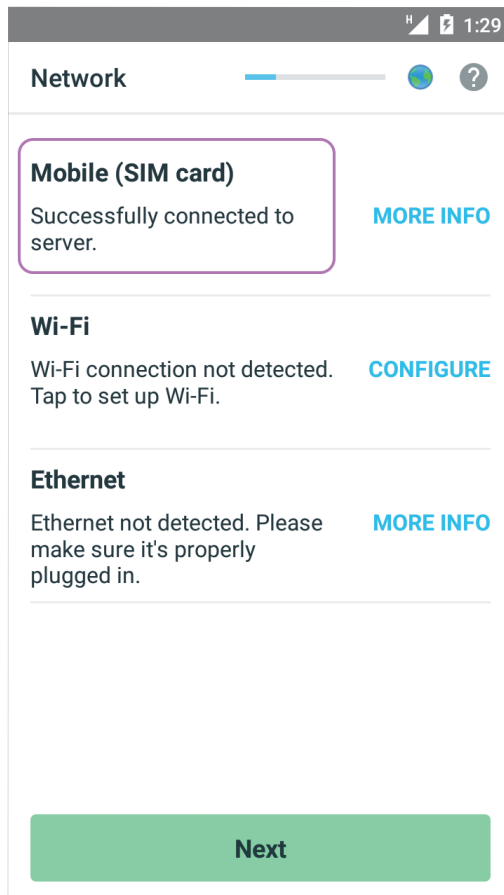
## Connect Device via 3G

In North America, Clover offers a 3G data plan powered by AT&T. You can disable the plan in the Wireless Manager app, which you can access from the App Market app after activation.

1. Clover Flex will automatically connect via the 3G network. Please wait about a minute for the SIM card to verify that it's connected to the 3G network. Tap Next when green check mark appears.
2. Tap Next.

**NOTE** If your device is out of

3G connectivity range, you can set up your 3G service after the install using the Wireless Manager app. For instructions, go to the section on Using Clover's 3G Data Plan in the Customize Reboot Time & 3G Data section.



**NOTE**

If red X appears when connecting to 3G, tap More Info and then Try Again.

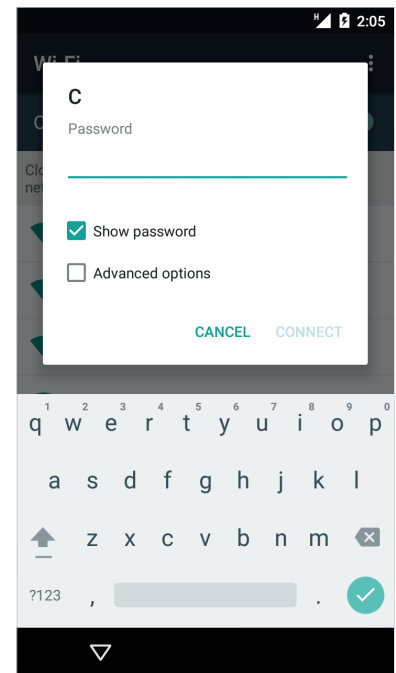
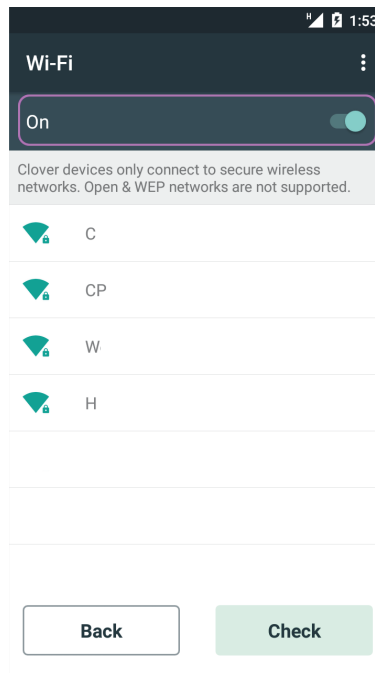
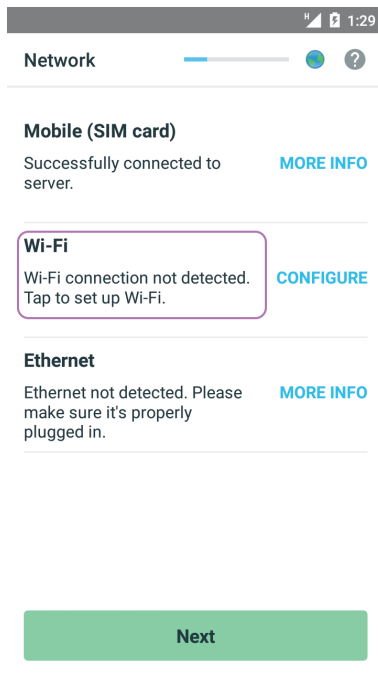
# Connect Clover Flex to a Network

## Connect Device via Wi-Fi

1. On the Network Connection Screen, tap Wi-Fi.
2. Tap On to set Wi-Fi on (green).
3. Select your wireless network from the list of available wireless networks.
4. Enter in your wireless network password.
5. Tap Connect.

**IMPORTANT** High-traffic

activity on the same Internet Connection as your Clover Flex, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.



### NOTE

If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Flex to a WPA or WPA2 network for PCI compliance reasons.

### NOTE

If you enter the incorrect password, you will be prompted to Try Again until you enter the correct password.

# Activate Your Clover Flex

## Locate & enter your activation code

1. Look for emails from Clover Support (app@clover.com) that contain your activation code(s).
  - For your convenience, we will resend an activation code email to you when your device first connects to the Internet. Look for the subject line “Clover Activation Code”.
  - If you have already set up your Web Dashboard account on [www.clover.com/home](http://www.clover.com/home), you can log into the Web Dashboard and find the activation code listed at the top.
2. Activation codes are unique and provided for each device.
  - If you ordered multiple devices, you will need to enter the correct activation code per device, based on the device’s serial number.
  - The serial number of your device can be found at the top of the activation screen.
3. Locate the activation code for the serial number of the device you wish to activate.
4. Enter the 8-digit activation code using the number pad on the touchscreen.

### NOTE

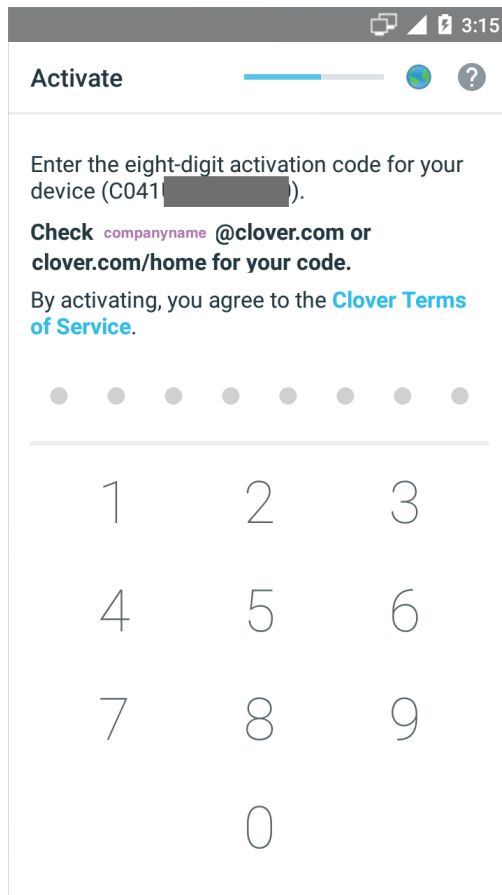
If you can’t find the email, try searching in an All Mail folder or check your spam folder.

### NOTE

Your device may reboot several times during the installation process. This is normal as Clover updates its Operating System, and you will be able to continue setting up your merchant account after it reboots.

### NOTE If you believe your code

is in-  
correct or you receive an error,  
please contact Clover Support.



Activate

Enter the eight-digit activation code for your device (C041 [redacted]).

Check [companyname@clover.com](#) or [clover.com/home](#) for your code.

By activating, you agree to the [Clover Terms of Service](#).

1 2 3

4 5 6

7 8 9

0

# Setup Admin Account & Install Apps

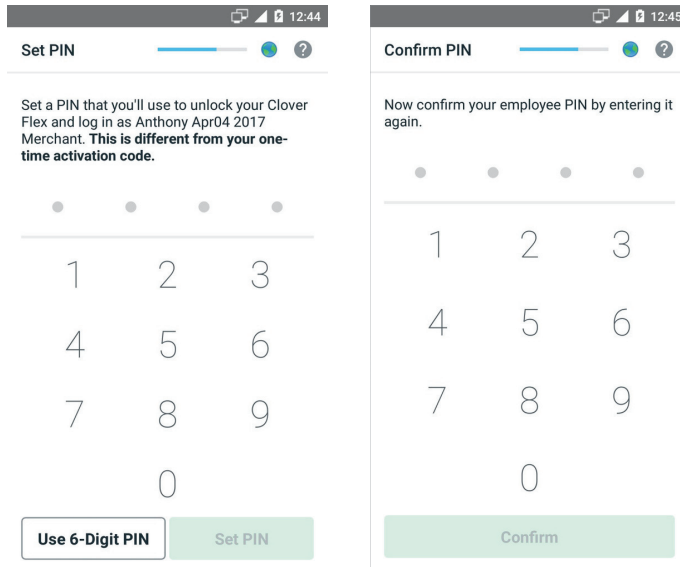
## Set up your Admin Account

If you're activating your first Clover device, you'll be prompted to create an Admin Passcode.

1. Enter a 4 or 6-digit Passcode that you would like to use to access your Clover device(s) as the owner/admin.
2. Re-enter that Passcode to confirm.

### NOTE

You can change this Passcode in the future in the Employees app.



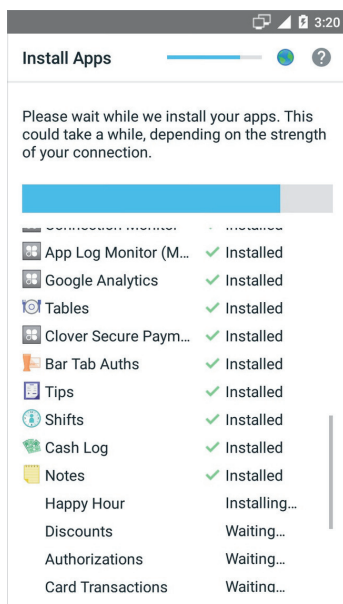
The image shows two screenshots of the Clover device setup process. The first screenshot, titled 'Set PIN', shows a screen with a progress bar and a question mark icon. Below the progress bar, it says 'Set a PIN that you'll use to unlock your Clover Flex and log in as Anthony Apr04 2017 Merchant. This is different from your one-time activation code.' There are four dots for the PIN, and a numeric keypad with digits 1-9 and 0. At the bottom, there are two buttons: 'Use 6-Digit PIN' and 'Set PIN'. The second screenshot, titled 'Confirm PIN', shows a screen with a progress bar and a question mark icon. Below the progress bar, it says 'Now confirm your employee PIN by entering it again.' There are four dots for the PIN, and a numeric keypad with digits 1-9 and 0. At the bottom, there is a 'Confirm' button.



## Install apps and access the App Market

After entering your activation code, your apps should begin installing. Please wait until the install process is complete.

You can customize Clover by installing additional apps in Clover App Market.

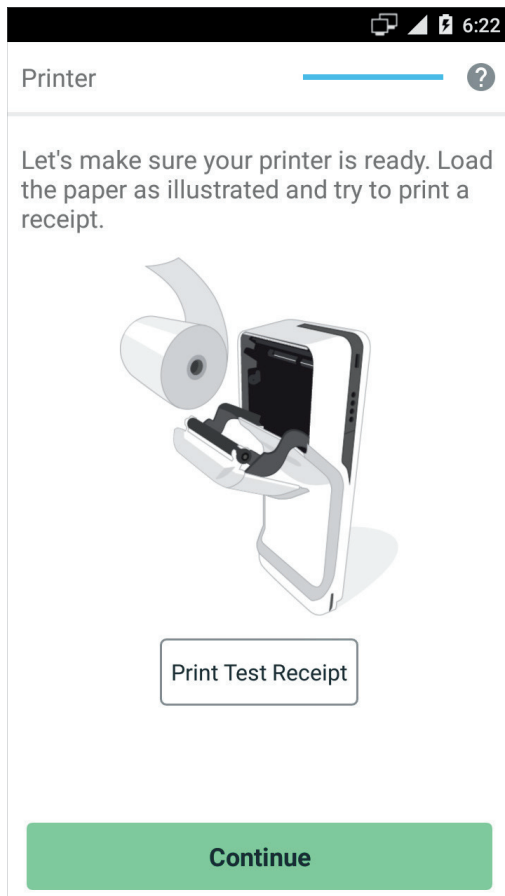


The image shows a screenshot of the 'Install Apps' screen on a Clover device. At the top, there is a progress bar and a question mark icon. Below the progress bar, it says 'Please wait while we install your apps. This could take a while, depending on the strength of your connection.' Below this, there is a list of apps with their status. The list is divided into two columns: 'Downloaded' and 'Installed'. The 'Downloaded' column lists: App Log Monitor (M..., Google Analytics, Tables, Clover Secure Paym..., Bar Tab Auths, Tips, Shifts, Cash Log, Notes, Happy Hour, Discounts, Authorizations, and Card Transactions. The 'Installed' column lists: Installed, Installed, Installed, Installed, Installed, Installed, Installed, Installed, Installed, Installing..., Waiting..., Waiting..., and Waiting....

## Setup Paper Roll on Flex

### Insert paper roll into printer

To make sure your printer is ready, load the paper into your device and press Print Test Receipt.



# Customize your device

## Customize your Passcode, tip, and signature settings

You will be customizing your device for the first time. Remember, you can always make changes to these settings in the Setup app.

Customize your device with the following questions:

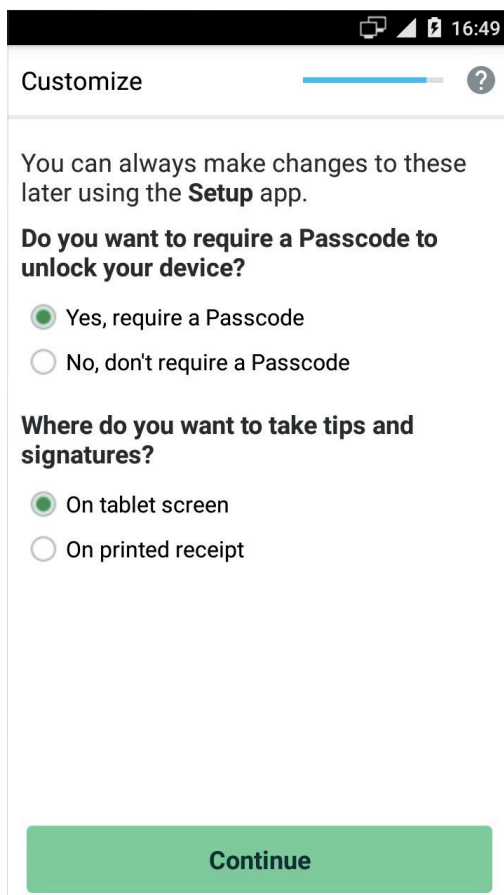
1. Do you want to require a Passcode to unlock your device?
  - Yes, require a Passcode – We recommend that every employee have a Passcode to unlock your device. It provides added security and more detailed reports.
  - No, don't require a Passcode – We created an option for you not to require a Passcode upon entry. However, we recommend for you to require your employees to enter their Passcode into your Clover Flex.
2. Where do you want to take tips and signatures?
  - On the Clover Flex screen
  - On printed receipt
3. Tap Continue to complete customization.

### NOTE

You can change this Passcode in the future in the Employees app.

### NOTE

If you do not see an option for tips, your account is not yet tip enabled. Call Support and request to enable tips.



## Select a Plan

If setting up your Clover device for the first time, you will be prompted to select a plan.

The bank account associated with your merchant processing agreement will be debited monthly. The plan features are described. Select a plan you want by clicking the green Authorize button.

### Select Plan

**Payments Plus**  
**No per device fee**  
**Service Features:**

- ✓ Basic Payment Acceptance

Authorize

**Register Lite**  
**\$9.95 per device\***  
**Service Features:**

- ✓ All **Payments Plus** Features, plus:
- ✓ Ring up inventory items
- ✓ Track taxes

Authorize

RECOMMENDED

**Register**  
**\$29.95 per device\***  
**Service Features:**

- ✓ All **Register Lite** Features, plus:
- ✓ Item modifiers & variants
- ✓ Fire orders to printers
- ✓ Cost reporting

Authorize

# Change Employee Passcode and Login

## About Employee Passcodes

A Passcode allows you to provide different permission levels to different employees and also track their activities. You may choose to operate without a Passcode, however the Passcode-less login is less secure and does not allow for advanced functionality associated with an owner.

## To Set Up or Change an Employee Passcode

1. Tap Employees app on the home screen of your Clover Flex.
2. Tap Employee name.
3. Tap the Pencil icon to change Passcode.
4. Type in six-digit Passcode.
5. Tap Save.

**NOTE** You can change

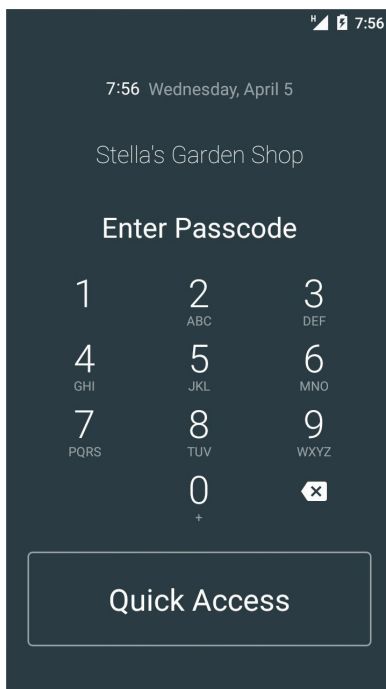
employee Passcode length to either 4 or 6 digits in the Employees app Setup tab in the Web Dashboard.

## To Allow Login Without an Employee Passcode

1. Tap Employees app on the homescreen of your Clover Flex.
2. Tap the Menu icon at the top left of the screen (three horizontal bars).
3. Tap Settings.
4. Select the Allow unlocking your Clover devices without a Passcode (as "Employee").
5. Employees can tap Quick Access to log in without adding a Passcode on the home screen.

**NOTE**

If logged in without a Passcode, you can access the owner functionality by pressing the power button twice. Then enter your passcode.





# Customize Reboot Time & 3G Data

## Change Reboot Time on Clover Flex

Clover Flex needs to restart once every 24 hours to install any necessary updates for your Clover system. Please select a reboot time that will not be disruptive to your business.

1. Swipe down from the top of the device, twice.
2. Tap Settings – the Gear icon at the top right of the screen.
3. Scroll down and tap About Clover Flex.
4. Tap Reboot Time.
5. Set time by holding down and moving the green dot to set the desired time.
6. Tap OK.

## Using Clover's 3G Data Plan *In North America*

In North America, Clover offers a 3G data plan powered by AT&T. You can disable the plan in the Wireless Manager app.

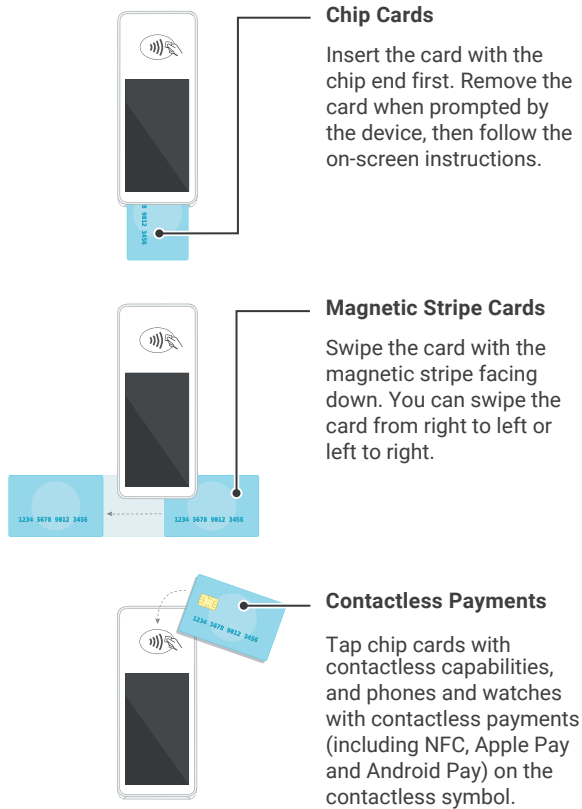
1. Tap Wireless Manager app from the home screen of your Clover Flex.
2. Any Clover 3G plan SIM cards will display on the screen.
3. If a SIM is Enabled, tap Disable.

### NOTE

You may try Clover's AT&T 3G Data plan free for 30 days. After the free trial ends, you will be billed as outlined in the Wireless Manager app's description found in the App Market app.

# Taking Transactions on Clover Flex

1. Open the Sale or Register app.
2. Enter the sale amount in Sale app or select items in Register app.
3. Tap Charge in Sale app  
or Pay, then Charge on card in the Register app.
4. Insert chip card, swipe magstripe card, or allow customer to “tap” with their contactless payments like Apple Pay or Android Pay.



5. Ask the customer to enter their PIN or sign as necessary.

## NOTE

If verifying signature, the customer will need to sign and return the device to an employee. The employee will need to verify the signature by tapping Verify.



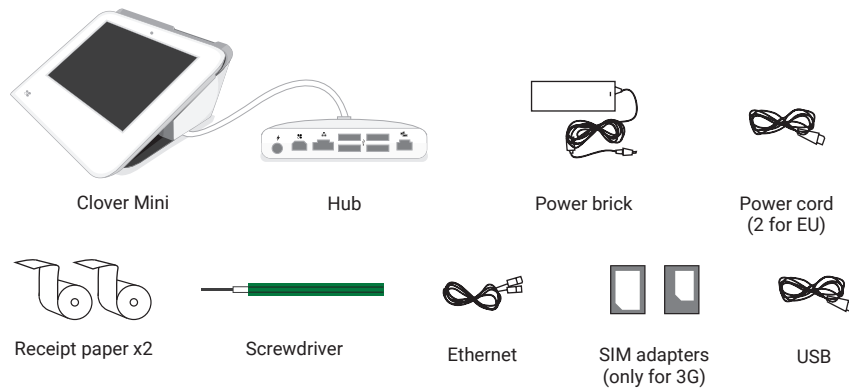
Congratulations  
on the purchase  
of your new  
Clover Mini





# Set Up the Hardware

## What's included



### NOTE

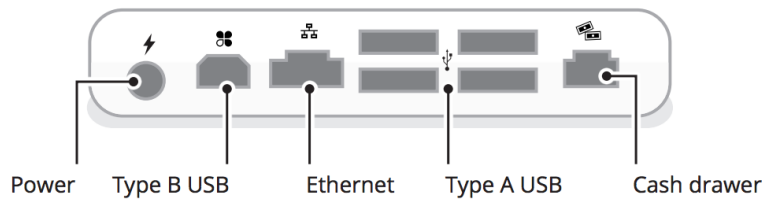
The white USB cord provided can be used to plug into the Hub and connected to other accessories (such as the cash drawer, scanner, etc.)

### NOTE

In order to switch the direction of Clover Mini's hub cord, turn Clover Mini over to access underside. Use provided screwdriver to loosen green screw and switch cable to desired direction. Tighten green screw until the screw's head is level with the charging cable

## Plug in the cables for your Clover Device

### Hub Ports



**Do not plug in the Ethernet cable until instructed to do so (see below)**

1. Based on your desired setup, cash drawer cord, and USB cords for accessories into Clover Mini's hub
2. Plug the black power brick's circular cord into the white Hub
3. Plug the black power cord into the black power brick on one end and plug the other end of the cord into a wall outlet



When Clover Mini powers on, you will see a Clover logo appear on screen

## Insert Printer Paper into Clover Mini

1. Pull open the back panel of the Clover Mini
2. Insert the paper roll so that the paper is sticking out of the top
3. Pull the paper out and close the panel, pushing until you hear a click



### IMPORTANT

If you plan on connecting to your network via ethernet, we recommend first setting up Wi-Fi to use as backup, and then following the ethernet setup instructions.

### IMPORTANT

If you've plugged in the power cable and Clover Mini has not powered on:

1. Leave Clover Mini plugged into a power source for at least 30 minutes to allow the backup battery an opportunity to charge.
2. Unplug all cables from Clover Mini hub
3. Press and hold the power button for 20 seconds, located in the back receipt compartment of Mini
4. Plug the black power cable back into Clover Mini hub

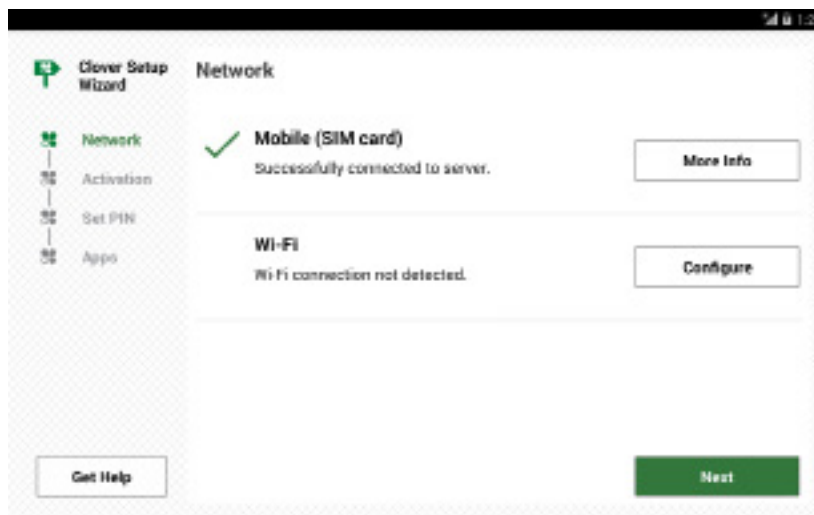


## Connect Clover Mini to a Network

Once your Clover Mini has started, select your primary language that you would like Clover to be set up in.

### Connect Device via 3G If Applicable

1. On the Network Connection screen, please wait about a minute for the SIM card to verify that it's connected to the 3G network.
2. Tap Next when green check mark appears.



### Using Clover's 3G Data Plan If Applicable

Clover offers a 3G data plan powered by T-Mobile. To use the T-Mobile data plan, you must enable it in the Wireless Manager app.

1. Tap Wireless Manager app from the homescreen of your Clover Mini or Mobile.
2. Any Clover 3G plan SIM cards display on the screen.
3. If a SIM is disabled tap Enable.
4. If device does not connect to 3G immediately, please restart your Clover device.

#### IMPORTANT

High-traffic activity on the same Internet Connection as your Clover Mini, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

#### IF APPLICABLE

3G Connection is only available if you purchased a 3G enabled Clover Mini. If you do not see "Mobile (SIM card)" as an option, your Mini is not 3G-enabled, and you should proceed to set up an Ethernet or Wi-fi connection.

#### NOTE

If red X appears when connecting to 3G, tap More Info and then Try Again.

#### NOTE

You may try Clover's T-Mobile 3G Data plan with a provided 30-day free trial.

After the free trial ends, you will be billed as outlined in the Wireless Manager's App Market description.

# Connect Clover Mini to a Network

## Connect Device via Wi-Fi

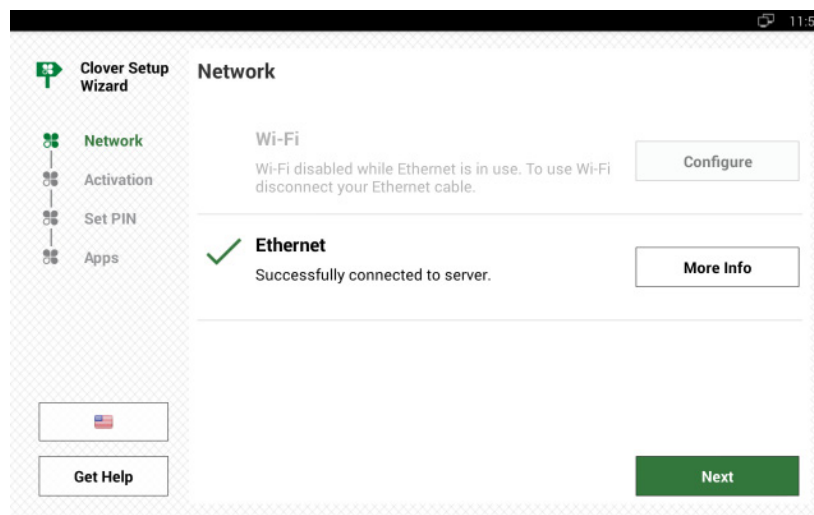
1. On the Network Connection screen, tap Wi-Fi.
2. Select your wireless network from the list of available wireless networks.
3. Enter in your wireless network password.

### NOTE

If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Mini to a WPA or WPA2 network for PCI compliance reasons.

### IMPORTANT

High-traffic activity on the same Internet Connection as your Clover Mini, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.



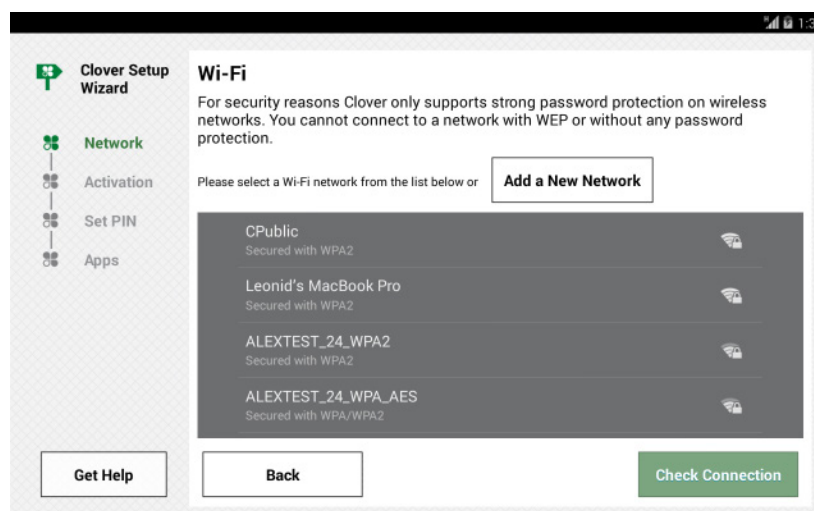
## Connect Device via Ethernet

1. Plug the ethernet cord into the hub, and plug the other end into your modem, router, or switch
2. Your Mini will automatically try and connect to the internet
3. You may need to tap Check Connection if the Clover Mini did not automatically try to connect
4. It may take up to two minutes for the Clover Mini to detect the connection, so wait two minutes and tap the Check Connection button again

### NOTE

If you have set up your wireless network first and have completed the Clover Setup Wizard, you can still connect via ethernet.

1. Plug in the ethernet cord to your Hub
2. Open the Settings app
3. Set Ethernet to On and Wi-Fi to Off
4. Open the Help app from the homescreen
5. Tap on the Menu (3 horizontal bars) icon, then Diagnostics
6. Tap on Connection Status and view if you are currently Connected

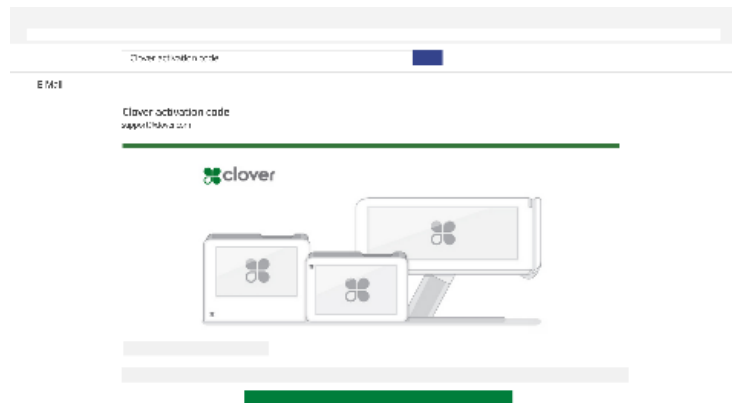




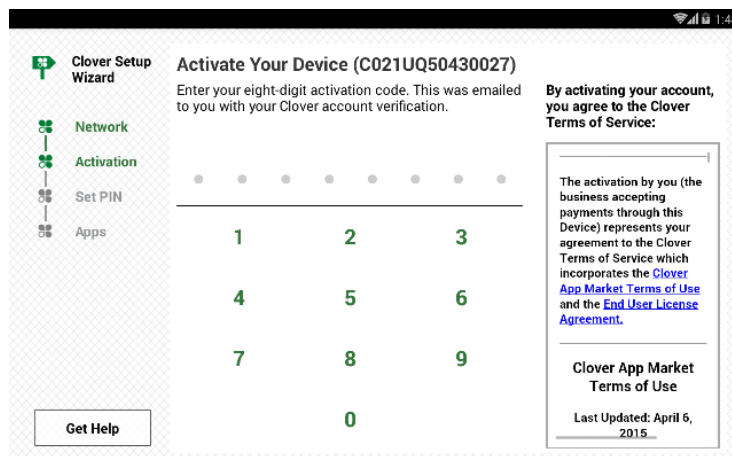
# Activate Your Clover Mini

## Locate & enter your activation code

1. Look for emails from Clover Support (app@clover.com) that contain your activation code(s)
  - For your convenience, we will resend an activation code email to you when your device first connects to the Internet. Look for the subject line "Clover Activation Code"
  - If you have already set up your Web Dashboard account on [www.clover.com/home](http://www.clover.com/home), you can log into the Web Dashboard and find the activation code listed at the top
2. Activation codes are unique and provided for each device
  - If you ordered multiple devices, you will need to enter the correct activation code per device, based on the device's serial number
  - The serial number of your device can be found at the top of the activation screen or in the tag in the printer section of your Clover Mini
3. Locate the activation code for the serial number of the device you wish to activate



4. Enter the 8-digit activation code using the number pad on the touch-screen



### NOTE

If you can't find the email, try searching in an All Mail folder or check your spam folder.

### NOTE

Your device may reboot several times during the installation process. This is normal as Clover updates its Operating System, and you will be able to continue setting up your merchant account after it reboots.

### NOTE

If you believe your code is incorrect or you receive an error, please contact Clover Support



# Install Apps & Customize your device

## Set up your Admin Account

If you're activating your first Clover device, you'll be prompted to create an Admin PIN.

1. Enter a 4 or 6-digit PIN that you would like to use to access your Clover devices as the owner/admin
2. Re-enter that 4 or 6-digit PIN to confirm

### NOTE

You can change this PIN in the future in the Employees app



## Install apps and access the App Market

After entering your activation code, your apps should begin installing. Please wait until the install process is complete.

You can customize your Clover by installing additional apps in Clover's App Market.

## Customize your PIN, tip, and signature settings

You will be customizing your device for the first time. Remember, you can always make changes to these settings in the Setup app.

Customize your device with the following questions:

3. Do you want to require a PIN to unlock your device?
  - Yes, require a PIN
  - No, don't require a PIN
4. Where do you want to take tips and signatures?
  - On tablet screen
  - On printed receipt
5. Tap Continue to complete customization

### NOTE

If you plan to accept tips, please make sure the closeout time is at least an hour after your business has entered tips for the day.

### NOTE

If you do not see an option for tips, your account is not yet tip enabled. Call Support and request to enable tips.

**Customize Your Device**

You can always make changes to these later using the Setup app.

**Do you want to require a PIN to unlock your device?**

☐ Yes, require a PIN ☒ No, don't require a PIN

**Where do you want to take tips and signatures?**

☒ On tablet screen ☐ On printed receipt

Continue





# Change Reboot Time and Employee PINs

## Change Reboot Time on Clover Mini

Clover Mini needs to restart once every 24 hours to install any necessary updates for your Clover system. Please select a reboot time that will not be disruptive to your business.

1. Swipe down from top-right of the device (near the clock).
2. Tap Settings.
3. Scroll down to About Mini.
4. Tap Reboot time.
5. Set a time and tap Done.

## About Employee PINs

A PIN allows you to provide different permissions levels to different employees, as well as track their activities.

You may choose to operate without a PIN, however the PIN-less login does not allow for advanced functionality associated with an owner.

## To Set Up or Change a PIN

1. Tap the Employees app from the homescreen of your Clover device.
2. Tap the Employee name.
3. Tap the Edit button.
4. Type in either a four or six digit PIN.
5. Tap the Set Employee PIN when done.
6. Repeat steps for any additional employees.

### NOTE

You can change employee PIN length to either 4 or 6 digits in the Employees app's Setup tab in the Web Dashboard.

## To Allow Login Without a PIN

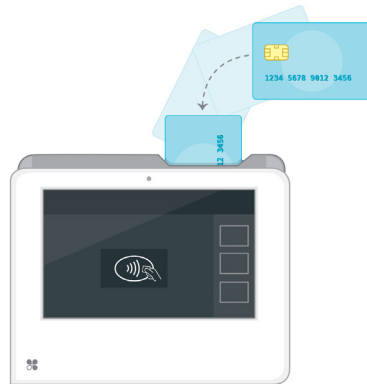
1. Tap the Employees app from the homescreen of your Clover device.
2. Tap the Setup button.
3. Select the Allow unlocking your Clover Mobile or Mini without a PIN (as "Employee") option.
4. Tap Done.

### NOTE

If logged in without a PIN, you can access the owner functionality by tapping the lock icon on bottom-right of device and tapping Enter PIN.

## Taking Transactions on Clover Mini

1. Open the Sale or Register app
2. Enter the sale amount in Sale app or select items in Register app
3. Tap Charge in Sale app  
or Pay, then Charge on card in the Register app
4. Insert chip-card, Swipe magnetic strip card, or allow customer to “tap” with their contactless chip-card, Apple Pay, or Android Pay
  - For an EMV chip-card payment



- For an NFC-enabled chip-card, Apple Pay, or Android Pay



- For a magnetic swipe payment



5. Ask the customer to enter their PIN or sign as necessary
6. Select your receipt option: Print, Email, or Text
7. Tap Done

### NOTE

If verifying signature, the customer will need to sign and return the device to an employee. The employee will need to verify the signature by tapping Verify



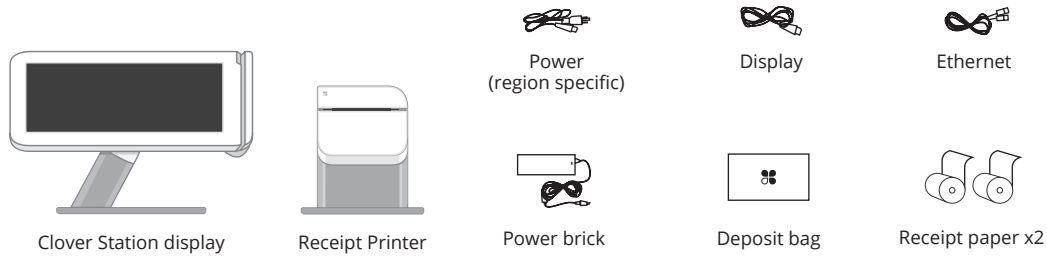
Congratulations  
on the purchase  
of your new  
Clover Station





# Set Up the Hardware

## What's included

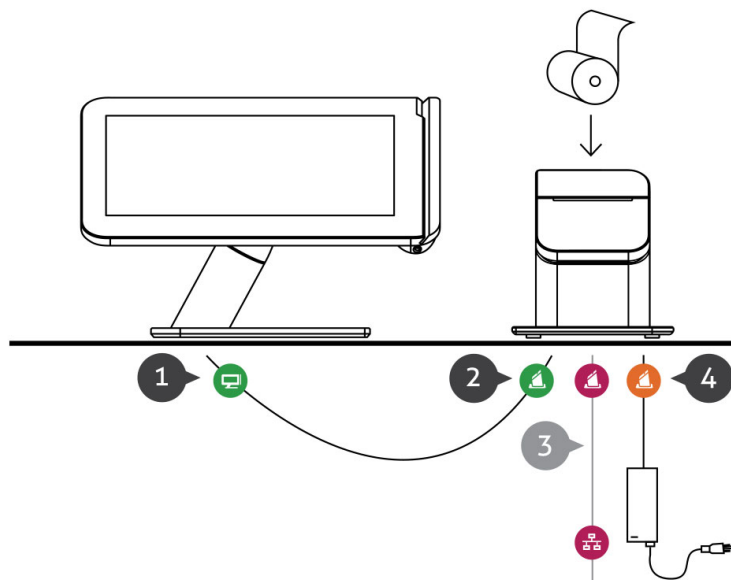


## Plug in the cables for your Clover Station

1. Plug the L-shaped end of the Display Cable into the Display
2. Plug the other end of the Display Cable into the Printer
3. If using a wired network, plug the Ethernet Cord into the Printer
4. Plug the power cable into the power brick
5. Plug the Power Cable into the Printer
6. Plug the Power Cable into a power source

### NOTE

(Optional) Plug the RJ-11 Cable that came with your Cash Drawer into the Printer

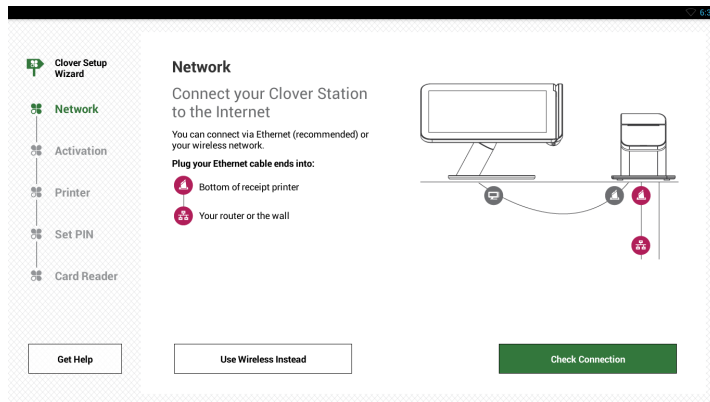


# Connect Clover Station to a Network

Once your Clover Station has started, select your primary language that you would like Clover to be set up in.

## Connect Device via Ethernet

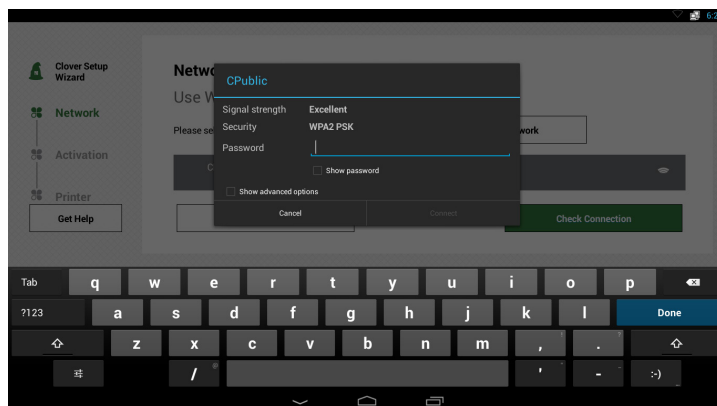
1. If your ethernet cord was already plugged into the Clover Station Printer (before it powered up), your Clover Station will automatically try and connect to the internet
  - If not, go ahead and plug your ethernet cord into the Clover Station Printer



2. You may need to tap Check Connection if the Clover Station did not automatically try to connect

## Connect Device via Wi-Fi

1. If your ethernet cord is not plugged in, you will be taken to the Network connection screen. Tap Wi-Fi.
2. Select your wireless network from the list of available wireless networks.
3. Enter in your wireless network password.



### IMPORTANT

High-traffic activity on the same Internet Connection as your Clover Station, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

### NOTE

It may take up to two minutes for the Clover Station to detect the connection, so wait two minutes and tap the Check Connection button again

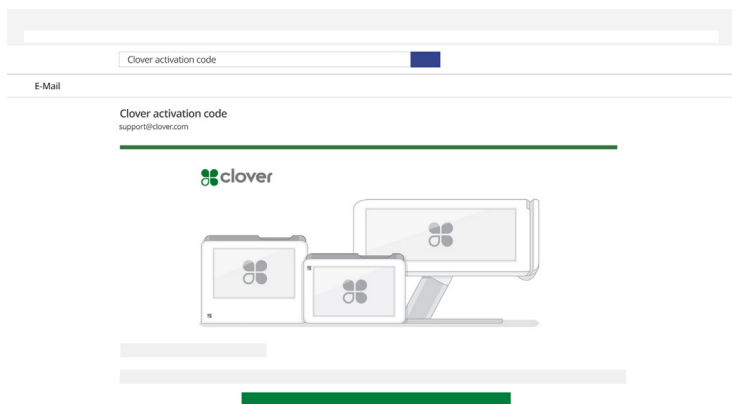
### NOTE

If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Station to a WPA or WPA2 network for PCI compliance.

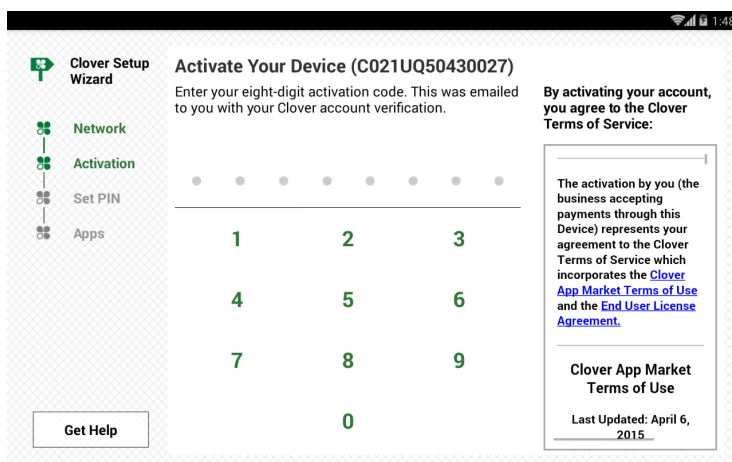
# Activate Your Clover Station

## Locate & enter your activation code

1. Look for emails from Clover Support (app@clover.com) that contain your activation code(s)
  - For your convenience, we will resend an activation code email to you when your device first connects to the Internet. Look for the subject line "Clover Activation Code"
  - If you have already set up your Web Dashboard account on [www.clover.com/home](http://www.clover.com/home), you can log into the Web Dashboard and find the activation code listed at the top
2. Activation codes are unique and provided for each device
  - If you ordered multiple devices, you will need to enter the correct activation code per device, based on the device's serial number
  - The serial number of your device can be found at the top of the activation screen or in the tag in the printer section of your Clover Station
3. Locate the activation code for the serial number of the device you wish to activate



4. Enter the 8-digit activation code using the number pad on the touchscreen



### NOTE

If you can't find the email, try searching in an All Mail folder or check your spam folder.

### NOTE

Your device may reboot several times during the installation process. This is normal as Clover updates its Operating System, and you will be able to continue setting up your merchant account after it reboots.

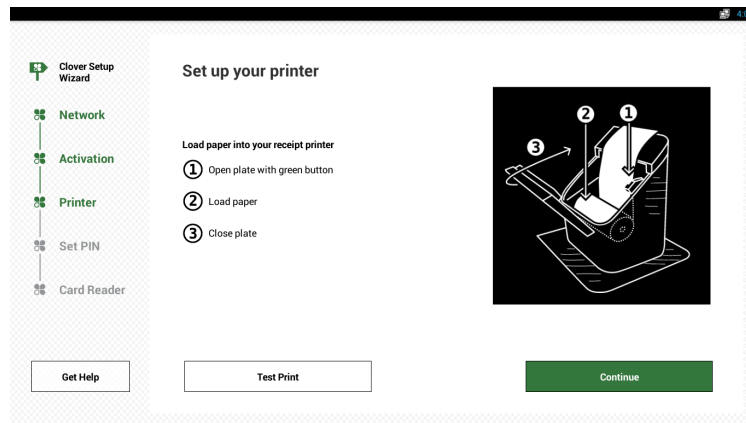
### NOTE

If you believe your code is incorrect or you receive an error, please contact Clover Support

# Set up Station Printer & Admin Account

## Insert paper roll into printer

1. To insert receipt paper into the Station Printer, pull open the front panel of the Clover Station Printer
2. Push the green button to open the printer plate and pull the plate back until it sticks to the front panel
3. Insert the paper roll so that the paper is sticking out of the back-side of the roll
4. Pull the paper back and close the front panel, pushing until you hear a click
  - When closed correctly, the Printer will automatically cut the extra receipt paper
  - If the Printer does not cut the extra paper, press down on the front panel and ensure that it is completely closed



## Set up your Admin Account

If you're activating your first Clover device, you'll be prompted to create an Admin PIN.

1. Enter a 4 or 6-digit PIN that you would like to use to access your Clover devices as the owner/admin
2. Re-enter that 4 or 6-digit PIN to confirm

### NOTE

You can change this PIN in the future in the Employees app

# Install Apps & Customize your device



## Install apps and access the App Market

After entering your activation code, your apps should begin installing. Please wait until the install process is complete.

You can customize your Clover by installing additional apps in Clover's App Market.

## Customize your PIN, tip, and signature settings

We will be customizing your device for the first time. Remember, you can always make changes to these settings in the Setup app.

Customize your device with the following questions:

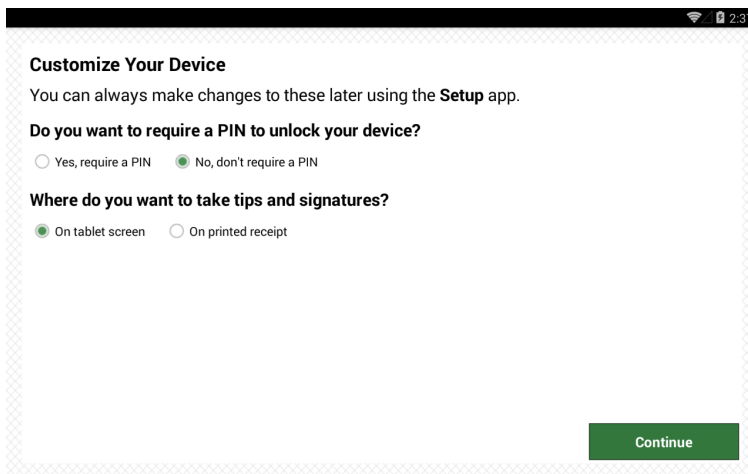
1. Do you want to require a PIN to unlock your device?
  - Yes, require a PIN
  - No, don't require a PIN
2. Where do you want to take tips and signatures?
  - On tablet screen
  - On printed receipt
3. Tap Continue to complete customization

### NOTE

If you plan to accept tips, please make sure the closeout time is at least an hour after your business has entered tips for the day.

### NOTE

If you do not see an option for tips, your account is not yet tip enabled. Call Support and request to enable tips.



**Customize Your Device**  
You can always make changes to these later using the **Setup** app.

**Do you want to require a PIN to unlock your device?**  
☐ Yes, require a PIN ☒ No, don't require a PIN

**Where do you want to take tips and signatures?**  
☒ On tablet screen ☐ On printed receipt

**Continue**



# Set Employee PINs & Take Transactions

A PIN allows you to provide different permissions levels to different employees, as well as track their activities.

You may choose to operate without a PIN, however the PIN-less login does not allow for advanced functionality associated with an owner.

## To Set Up or Change a PIN

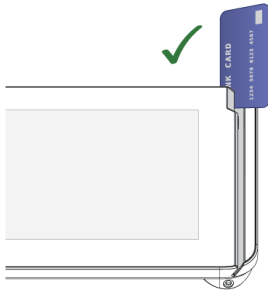
1. Tap the Employees app from the homescreen of your Clover device.
2. Tap the Employee name.
3. Tap the Edit button.
4. Type in either a four or six digit PIN.
5. Tap Set Employee PIN when done.
6. Repeat steps for any additional employees.

### NOTE

You can change employee PIN length to either 4 or 6 digits in the Employees app's Setup tab in the Web Dashboard.

## Taking Transactions on Clover Station

1. Open the Register or Manual Transaction app.
2. Enter the sale amount in Sale app or select items in Register app
3. Tap Charge in Sale app or Pay in Register app
4. Swipe magnetic stripe card or take a cash or other payment



5. Ask the customer to sign as necessary and enter a tip if enabled
6. Select your receipt option: Print, Email, or Text
7. Tap Done

### NOTE

Apple Pay, Android Pay, EMV chip-card insert and chip-card contactless payments can be taken on a tethered Station-Mini solution.

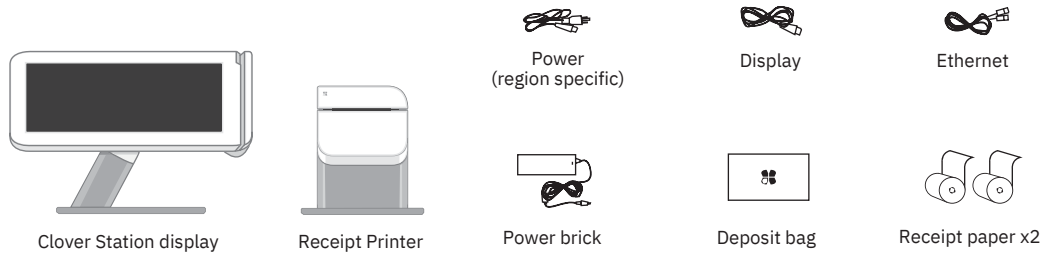


Congratulations  
on the purchase  
of your new  
Clover Station



# Set Up the Hardware

## What's included

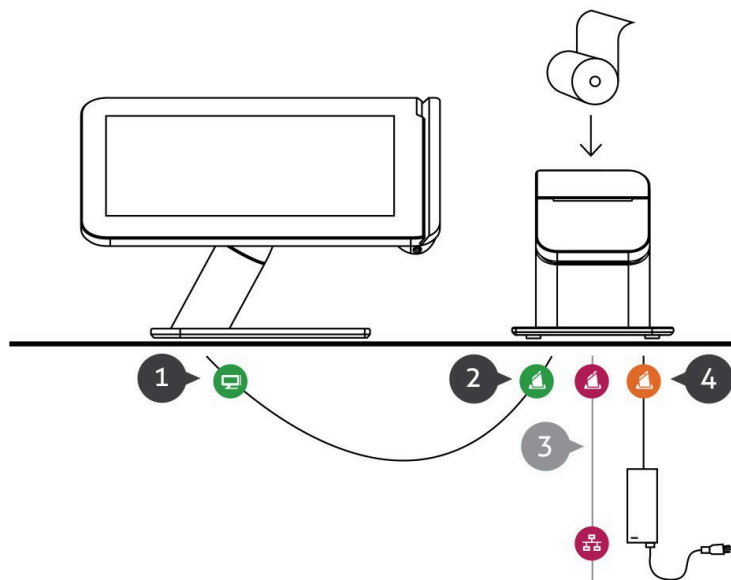


## Plug in the cables for your Clover Station

1. Plug the L-shaped end of the Display Cable into the Display
2. Plug the other end of the Display Cable into the Printer
3. If using a wired network, plug the Ethernet Cord into the Printer
4. Plug the power cable into the power brick
5. Plug the Power Cable into the Printer
6. Plug the Power Cable into a power source

### NOTE

(Optional) Plug the RJ-11 Cable that came with your Cash Drawer into the Printer



# Connect Clover Station to a Network

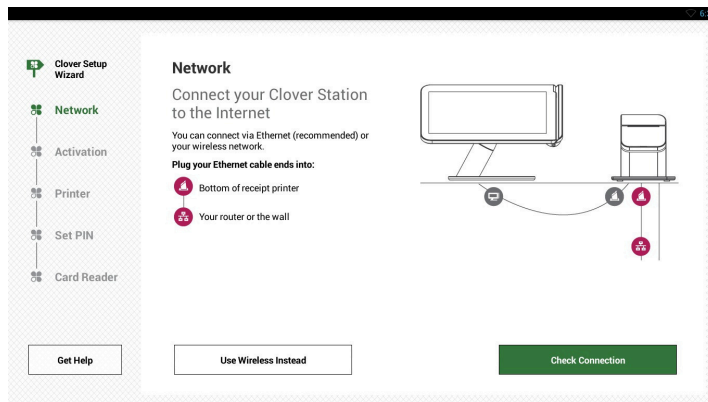
Once your Clover Station has started, select your primary language that you would like Clover to be set up in.

## IMPORTANT

High-traffic activity on the same Internet Connection as your Clover Station, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

## Connect Device via Ethernet

1. If your ethernet cord was already plugged into the Clover Station Printer (before it powered up), your Clover Station will automatically try and connect to the internet
  - If not, go ahead and plug your ethernet cord into the Clover Station Printer



2. You may need to tap Check Connection if the Clover Station did not automatically try to connect

## NOTE

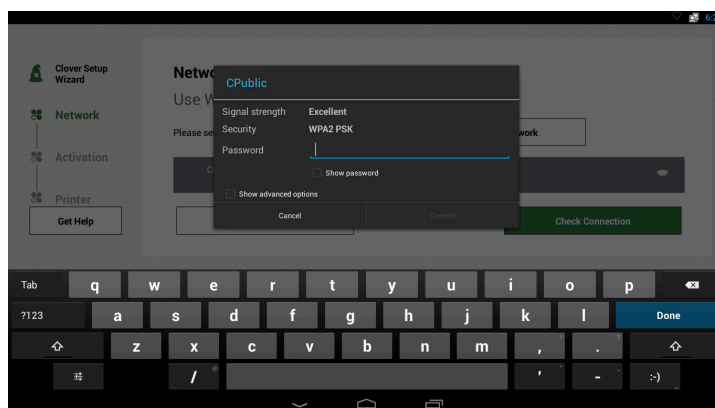
It may take up to two minutes for the Clover Station to detect the connection, so wait two minutes and tap the Check Connection button again

## Connect Device via Wi-Fi

1. If your ethernet cord is not plugged in, you will be taken to the Network connection screen. Tap Wi-Fi.
2. Select your wireless network from the list of available wireless networks.
3. Enter in your wireless network password.

## NOTE

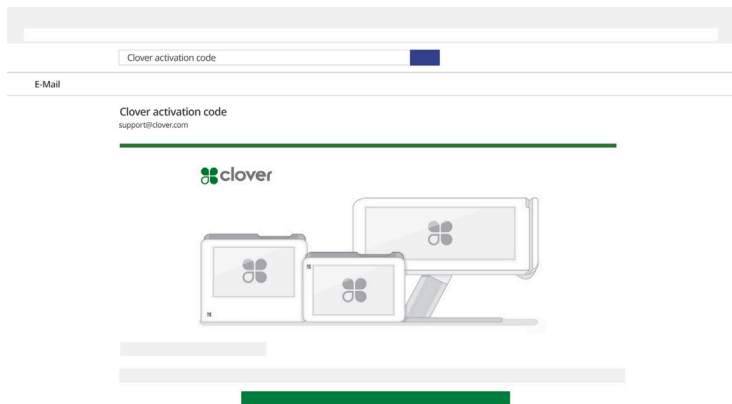
If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Station to a WPA or WPA2 network for PCI compliance.



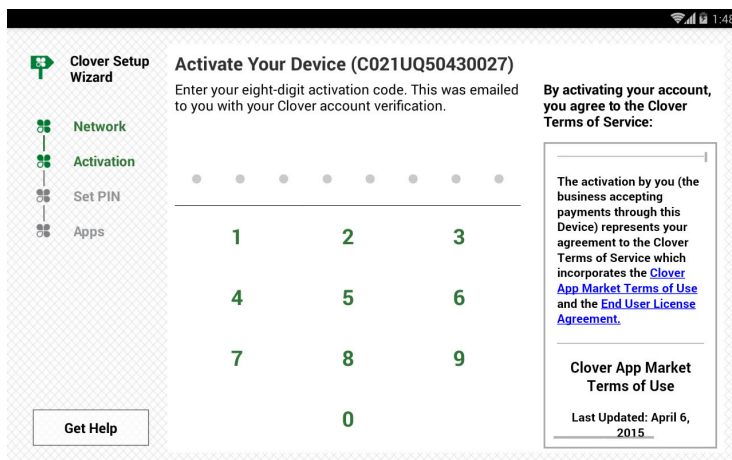
# Activate Your Clover Station

## Locate & enter your activation code

1. Look for emails from Clover Support (app@clover.com) that contain your activation code(s)
  - For your convenience, we will resend an activation code email to you when your device first connects to the Internet. Look for the subject line "Clover Activation Code"
  - If you have already set up your Web Dashboard account on [www.clover.com/home](http://www.clover.com/home), you can log into the Web Dashboard and find the activation code listed at the top
2. Activation codes are unique and provided for each device
  - If you ordered multiple devices, you will need to enter the correct activation code per device, based on the device's serial number
  - The serial number of your device can be found at the top of the activation screen or in the tag in the printer section of your Clover Station
3. Locate the activation code for the serial number of the device you wish to activate



4. Enter the 8-digit activation code using the number pad on the touchscreen



### NOTE

If you can't find the email, try searching in an All Mail folder or check your spam folder.

### NOTE

Your device may reboot several times during the installation process. This is normal as Clover updates its Operating System, and you will be able to continue setting up your merchant account after it reboots.

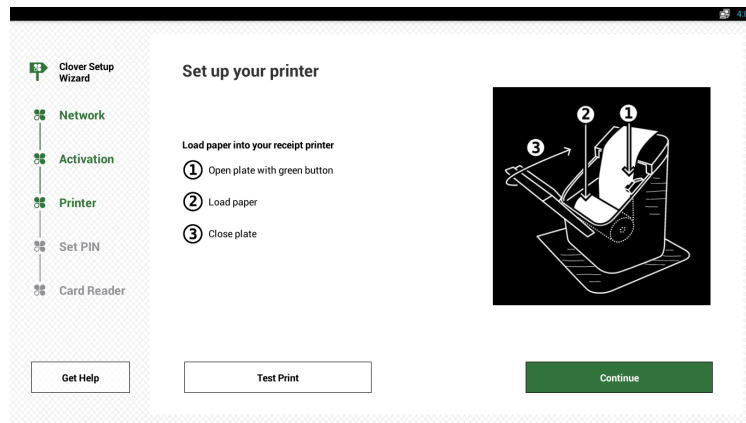
### NOTE

If you believe your code is incorrect or you receive an error, please contact Clover Support

# Set up Station Printer & Admin Account

## Insert paper roll into printer

1. To insert receipt paper into the Station Printer, pull open the front panel of the Clover Station Printer
2. Push the green button to open the printer plate and pull the plate back until it sticks to the front panel
3. Insert the paper roll so that the paper is sticking out of the back-side of the roll
4. Pull the paper back and close the front panel, pushing until you hear a click
  - When closed correctly, the Printer will automatically cut the extra receipt paper
  - If the Printer does not cut the extra paper, press down on the front panel and ensure that it is completely closed



## Set up your Admin Account

If you're activating your first Clover device, you'll be prompted to create an Admin PIN.

1. Enter a 4 or 6-digit PIN that you would like to use to access your Clover devices as the owner/admin
2. Re-enter that 4 or 6-digit PIN to confirm

### NOTE

You can change this PIN in the future in the Employees app

# Install Apps & Customize your device

## Install apps and access the App Market



After entering your activation code, your apps should begin installing. Please wait until the install process is complete.

You can customize your Clover by installing additional apps in Clover's App Market.

## Customize your PIN, tip, and signature settings

We will be customizing your device for the first time. Remember, you can always make changes to these settings in the Setup app.

Customize your device with the following questions:

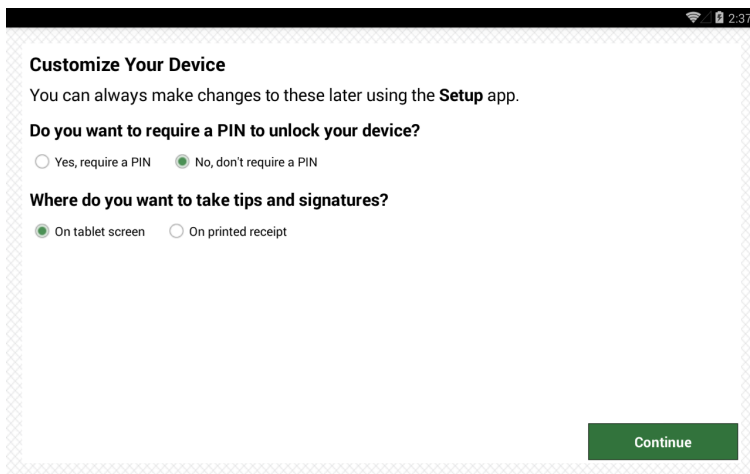
1. Do you want to require a PIN to unlock your device?
  - Yes, require a PIN
  - No, don't require a PIN
2. Where do you want to take tips and signatures?
  - On tablet screen
  - On printed receipt
3. Tap Continue to complete customization

### NOTE

If you plan to accept tips, please make sure the closeout time is at least an hour after your business has entered tips for the day.

### NOTE

If you do not see an option for tips, your account is not yet tip enabled. Call Support and request to enable tips.



**Customize Your Device**  
You can always make changes to these later using the Setup app.

**Do you want to require a PIN to unlock your device?**  
☐ Yes, require a PIN    ☒ No, don't require a PIN

**Where do you want to take tips and signatures?**  
☒ On tablet screen    ☐ On printed receipt

**Continue**

# Set Employee PINs & Take Transactions

A PIN allows you to provide different permissions levels to different employees, as well as track their activities.

You may choose to operate without a PIN, however the PIN-less login does not allow for advanced functionality associated with an owner.

## To Set Up or Change a PIN

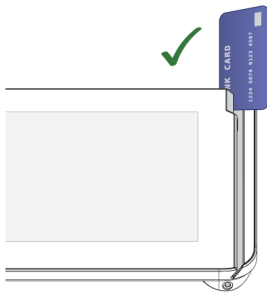
1. Tap the Employees app from the homescreen of your Clover device.
2. Tap the Employee name.
3. Tap the Edit button.
4. Type in either a four or six digit PIN.
5. Tap Set Employee PIN when done.
6. Repeat steps for any additional employees.

### NOTE

You can change employee PIN length to either 4 or 6 digits in the Employees app's Setup tab in the Web Dashboard.

## Taking Transactions on Clover Station

1. Open the Register or Manual Transaction app.
2. Enter the sale amount in Sale app or select items in Register app
3. Tap Charge in Sale app or Pay in Register app
4. Swipe magnetic stripe card or take a cash or other payment



5. Ask the customer to sign as necessary and enter a tip if enabled
6. Select your receipt option: Print, Email, or Text
7. Tap Done

### NOTE Apple Pay, Android

Pay, EMV chip-card insert and chip-card contactless payments can be taken on a tethered Station-Mini solution.

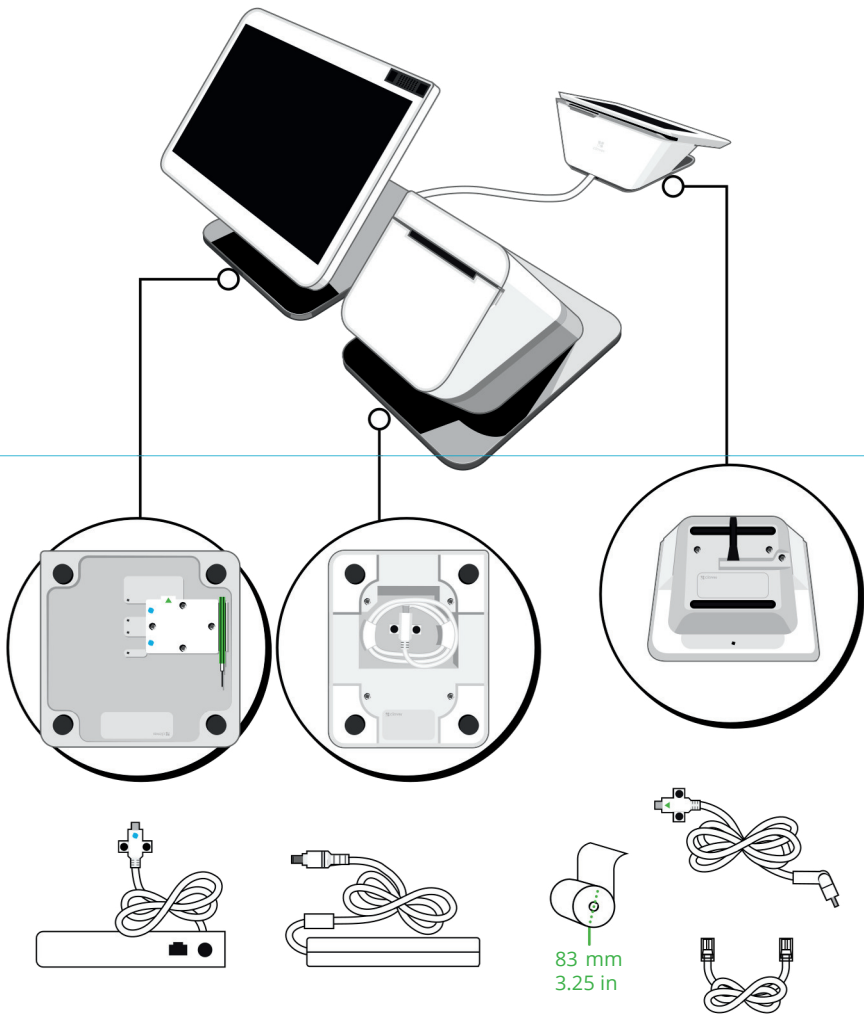


# Station Duo

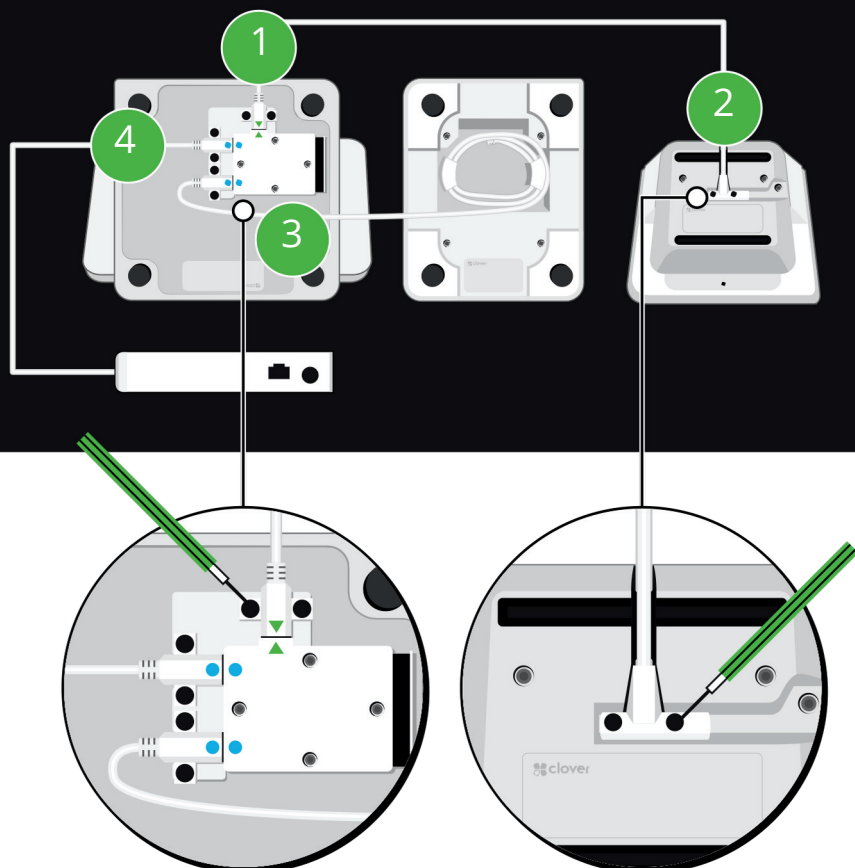
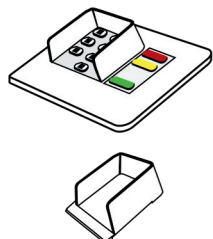
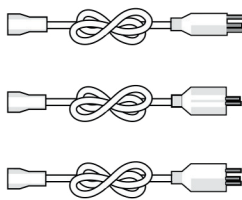
## Quick Start Guide

Kurzanleitung · Instructions de démarrage · Guía de inicio rápido  
Guida introduttiva · Snelstartgids

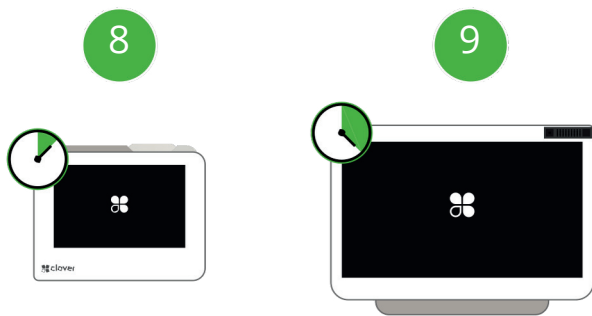
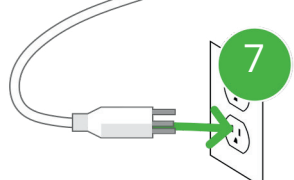
[clover.com/help](https://clover.com/help)



Select regions  
Ausgewählte Regionen  
Algunas regiones  
Certaines régions  
Per alcune zone  
Sommige regio's



Note: Plug in last, to a grounded AC power outlet.  
Remarque: Brancher en dernier sur une prise de courant alternatif (CA) mise à la terre.  
Zuletzt einstecken.  
Enchufe al último.  
Collegare per ultimo.  
Sluit als laatste aan.



[clover.com/help](https://clover.com/help)