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Clover Station 2018 C101

Clover Station POS System Instruction Manual

Model: C101

Brand: Clover Station 2018

1. INTRODUCTION

The Clover Station POS System is a powerful point-of-sale solution designed for various business environments, including quick-service restaurants, retail stores, and service businesses. It streamlines operations by facilitating payment processing, employee management, and sales reporting.

Key features of the Clover Station include:

- Accepts various payment methods: swipe, dip, tap, credit, debit, and NFC payments.
- Integrated 14-inch HD display for merchant use.
- Customer-facing display and integrated printer.
- Includes a cash drawer for secure cash handling.
- Provides tools for running sales reports, managing employee schedules, and setting system permission levels.

2. PRODUCT COMPONENTS

The Clover Station POS System typically includes the following main components:

- Clover 14-inch HD display (merchant-facing screen)
- Customer-facing display with integrated printer
- Cash Drawer



Figure 2.1: Overview of the Clover Station POS System components. This image shows the main merchant display unit, the customer-facing display with an integrated printer, and a separate cash drawer.

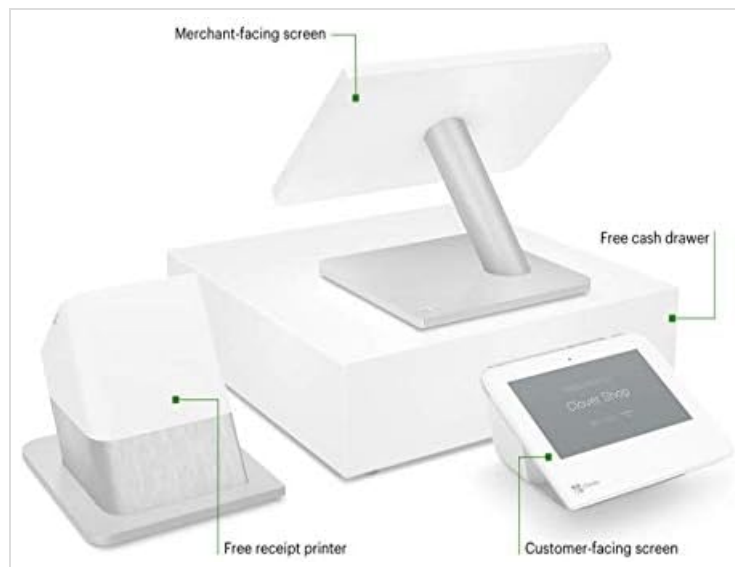


Figure 2.2: Labeled diagram of the Clover Station POS System. This image highlights the merchant-facing screen, the customer-facing screen, the receipt printer, and the cash drawer, indicating their positions within the system setup.

3. SETUP

1. **Unpack Components:** Carefully remove all components from the packaging. Ensure all listed items are present.
2. **Position the Main Unit:** Place the Clover Station main unit (merchant-facing display) on a stable, flat surface.
3. **Connect Customer Display/Printer:** Connect the customer-facing display and integrated printer to the main unit using the provided cables. Refer to the port labels for correct connections.
4. **Connect Cash Drawer:** Connect the cash drawer to the designated port on the main unit or printer.
5. **Power Connection:** Connect the power adapter to the main unit and then plug it into a power outlet.
6. **Initial Power On:** Press the power button to turn on the Clover Station. Follow the on-screen prompts for initial setup, including network configuration and account activation.



Figure 3.1: The main Clover Station unit. This image displays the merchant-facing screen mounted on its base, ready for connection and operation.

4. OPERATING INSTRUCTIONS

4.1. Processing Payments

The Clover Station supports various payment methods for customer convenience:

- **Swipe:** For magnetic stripe cards, swipe the card through the designated card reader slot.
- **Dip:** For EMV chip cards, insert the card into the chip reader slot and leave it until the transaction is complete.
- **Tap (NFC):** For contactless payments (e.g., Apple Pay, Google Pay, contactless cards), hold the device or card near the NFC reader area on the customer-facing display.
- **Manual Entry:** If necessary, card details can be entered manually through the merchant-facing screen.

4.2. Using the Customer Display

The customer-facing display shows transaction details, allowing customers to review their order and payment information. It also facilitates contactless payments and signature capture.

4.3. Printing Receipts

The integrated printer automatically prints receipts for transactions. Ensure the printer has sufficient paper. Options for email or digital receipts may also be available through the software.

4.4. Managing Employees and Reports

Access the Clover software interface on the merchant-facing display to:

- Run sales reports to analyze business performance.
- Manage employee schedules and track timesheets.
- Set permission levels for different employee roles.

5. MAINTENANCE

5.1. Cleaning

- Power off the device before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a non-abrasive screen cleaner to wipe down displays and surfaces.

- Avoid using harsh chemicals, solvents, or abrasive materials.
- Keep all ports and openings free from dust and debris.

5.2. Printer Paper Replacement

1. Open the printer cover on the customer-facing display.
2. Remove the empty paper roll core.
3. Insert a new thermal paper roll, ensuring the paper feeds from the bottom of the roll towards the front.
4. Pull a small amount of paper out past the cutting edge and close the printer cover securely.

6. TROUBLESHOOTING

- **Device Not Powering On:**

- Ensure the power cable is securely connected to both the device and a working power outlet.
- Verify the power outlet is functional by plugging in another device.

- **Payment Not Processing:**

- Check for a stable internet connection.
- Ensure the card is inserted/swiped/tapped correctly.
- Clean the card reader slots if necessary.
- Contact your processing account provider if issues persist.

- **Printer Not Printing:**

- Check if the printer has paper and if it's loaded correctly.
- Ensure the printer cover is fully closed.
- Verify the printer cable connection to the main unit.

- **Screen Unresponsive:**

- Restart the Clover Station.
- If the issue persists, contact customer support.

7. SPECIFICATIONS

Feature	Detail
Model Number	C101
Product Dimensions	22 x 22 x 20 inches
Item Weight	30 pounds
Manufacturer	Quanta
Date First Available	May 11, 2017

8. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the official Clover Station website or the documentation provided at the time of purchase. Warranty terms typically cover manufacturing defects for a specified period.

For technical support, service, or further assistance, please contact your processing account provider or the official Clover support channels. You may find additional resources and contact information on the Clover Support Website.