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Model: Clover Compact Payment Terminal

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Powering POS Clover Compact Payment Terminal. This device is designed for efficient and secure payment processing, accommodating various transaction types in a compact form factor.

Important Note: This terminal requires a new merchant processing account through Powering POS for activation and use. It cannot be used with other processors.

WHAT'S IN THE BOX

Verify that all components are present in your package:

- Payments Terminal
- Power Supply
- PIN Shield (optional)
- 40mm Paper Roll



Image: Front view of the Clover Compact Payment Terminal, showing the screen, keypad, and card slots.

SETUP INSTRUCTIONS

- Account Activation:** Before using the terminal, you must activate a new merchant processing account through Powering POS. Contact Powering POS customer service for assistance with account setup.
- Connect Power:** Plug the power supply into the terminal's power port and then into a standard electrical outlet. The terminal will power on automatically.
- Insert Paper Roll:** Open the printer cover and insert the 40mm paper roll, ensuring the paper feeds correctly. Close the cover securely.
- Network Connection:** The Clover Compact supports WiFi and LAN connectivity. Follow the on-screen prompts to connect to your preferred network. For LAN, connect an Ethernet cable to the terminal's LAN port.
- Initial Configuration:** Once connected to the network, the terminal will guide you through initial setup steps, including date, time, and any required software updates.



Clover Compact: Your partner in payment processing

Clover Compact keeps it simple. It's a payment terminal that not only fits perfectly on your counter but covers all your payment processing needs. Faster payments mean a better checkout experience – which means happier customers.

- **Payment-focused**
Keep it simple with a compact device specifically designed for quick payment processing, including credit, debit, contactless and more – with zero hassle
- **Power within your budget**
Get a great payment solution that works with your wallet yet offers all the essentials
- **User-friendly interface**
Simple, intuitive payment flows all employees can follow on the ADA compliant PIN pad
- **Easy access to funds**
Get an easy way to access funds with Clover Capital and get your money right when you need it with Rapid Deposit



Image: Diagram of the Clover Compact Payment Terminal highlighting various components like the thermal printer, contactless reader, touchscreen, physical keypad, and connectivity ports.

OPERATING INSTRUCTIONS

Processing Payments

The Clover Compact terminal supports various payment methods:

- **EMV Chip Cards:** Insert the card into the slot at the bottom of the terminal with the chip facing up. Leave the card inserted until the transaction is complete.
- **Contactless Payments (NFC):** Tap the contactless card or mobile device near the contactless symbol on the screen.
- **Magnetic Stripe Cards (MSR):** Swipe the card through the magnetic stripe reader on the side of the terminal.

- **PIN Debit:** For debit transactions, the customer will be prompted to enter their PIN on the physical keypad.
- **EBT and Check Payments:** Follow the on-screen instructions for processing EBT or check transactions.

Surcharging

The terminal supports surcharging functionality. This feature can be configured through your Powering POS merchant account settings to automatically apply surcharges to eligible transactions. Ensure compliance with local regulations regarding surcharging disclosure.

Gift Card Processing

Process gift card transactions directly through the terminal. This feature helps manage and redeem gift cards, enhancing customer loyalty programs.

Reporting

Access standard transaction insights and reporting directly from the device. This includes daily closeout reports and transaction summaries. Detailed reports are available through your Powering POS merchant portal.



Image: A Clover Compact Payment Terminal shown from an angle, displaying the "Insert, tap, or swipe" prompt on its screen, indicating readiness for various payment methods.

MAINTENANCE

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the terminal's screen and exterior. Do not use abrasive cleaners, solvents, or aerosol sprays.
- **Paper Roll Replacement:** Replace the paper roll when it runs out. Ensure you use 40mm thermal paper rolls.
- **Software Updates:** The terminal will periodically prompt for software updates. Install these updates to ensure optimal performance and security.

- **Storage:** Store the terminal in a cool, dry place away from direct sunlight and extreme temperatures.

TROUBLESHOOTING

- **"Error" Message / Connectivity Issues:** If the terminal displays an "error" message or fails to connect to the internet, first check your network connection (WiFi or LAN). Restart the terminal by unplugging and re-plugging the power supply. If the issue persists, contact Powering POS support.
- **Transaction Declined:** Verify the customer's card details and ensure sufficient funds. If the issue persists, advise the customer to contact their card issuer.
- **Printer Not Working:** Check if the paper roll is inserted correctly and if there is enough paper. Ensure the printer cover is closed securely.
- **Terminal Unresponsive:** Perform a hard reset by disconnecting the power supply for 10 seconds, then reconnecting it.

SPECIFICATIONS

Feature	Detail
Manufacturer	Clover
Model	Clover Compact Payment Terminal
Item Weight	5 pounds
Package Dimensions	12 x 8 x 6 inches
CPU/Memory/OS	A53 Quad Core / 2GB / Android 13
Display	3.6" Touchscreen
Camera	5MP
Physical Keypad	Yes
Connectivity	WiFi, LAN
LTE Capability	No
Management & Reporting	Advanced
Payment Types	EMV, Contactless, MSR, PIN Debit, EBT, Check Payments
PIN Pad Support	Yes
Surcharging	Yes
Gift Card Support	Yes



Image: A merchant assisting a customer with a transaction using the Clover Compact Payment Terminal in a store setting.

WARRANTY AND SUPPORT

For warranty information and technical support, please contact Powering POS directly. As this terminal requires a new merchant processing account through Powering POS, all support and service inquiries should be directed to them.

Powering POS Contact Information: Refer to your merchant account documentation or visit the Powering POS website for the most current contact details.

