



Congratulations  
on the purchase  
of your new  
Clover Mobile





## Set Up the Hardware

### What's included



Clover Mobile



Clover Clip



USB wall charger



USB cable



SIM door eject pin  
(only for 3G)



SIM card tray  
(only for 3G)

#### Optional Accessories



Clover Mobile Dock



Clover Mobile Printer

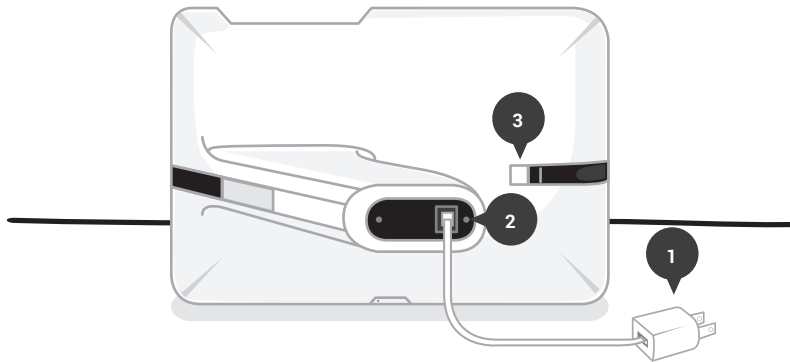
### Plug in the cables for your Clover Mobile

1. Plug in Clover Mobile's USB outlet to a nearby wall outlet
2. Plug in Clover Mobile's microUSB connector to the Clover Mobile port
3. Press and hold the Power button to turn on Clover Mobile. You will know Clover Mobile is on when the Clover logo appears on the front screen.

#### IMPORTANT

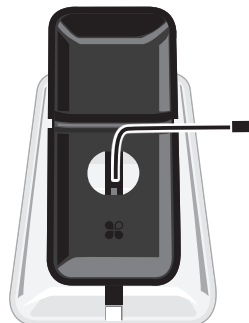
If Clover Mobile does not power on, leave the power cable connected to a nearby wall outlet for 20 minutes to charge the battery sufficiently. Then press the power button again.

Back



### Charge Clover Mobile Printer If Applicable

1. Plug in Clover Mobile's micro USB into bottom of Clover Mobile Printer to charge
2. Plug in micro USB into power outlet
3. A white light will flash on the front of Clover Mobile Printer to indicate that it is charging.

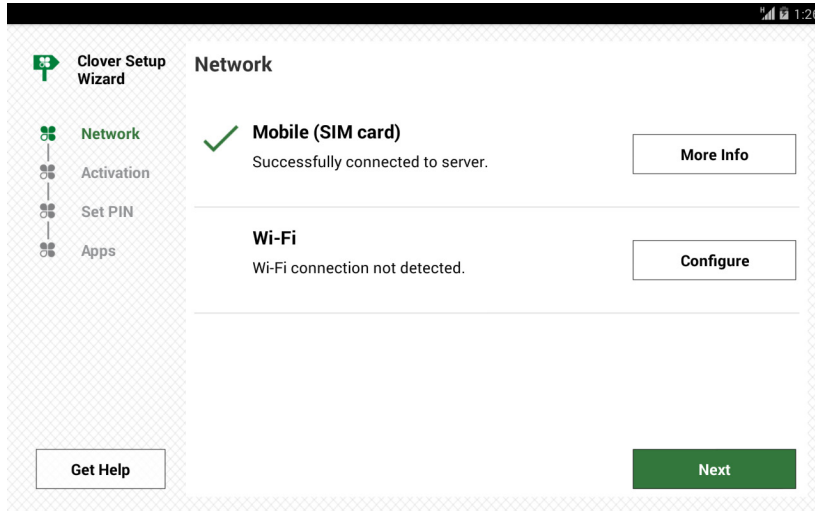


# Connect Clover Mobile to a Network

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

## Connect Device via 3G

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.



### IMPORTANT

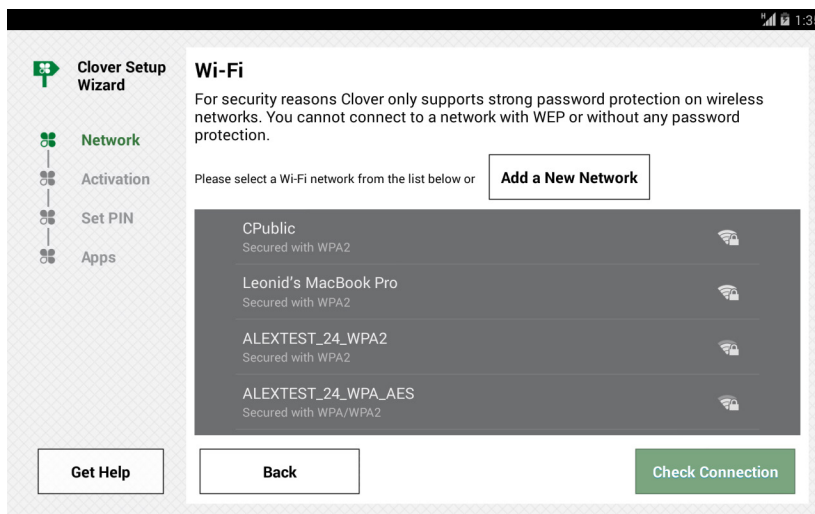
High-traffic activity on the same Internet Connection as your Clover Mobile, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

### NOTE

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

## 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.



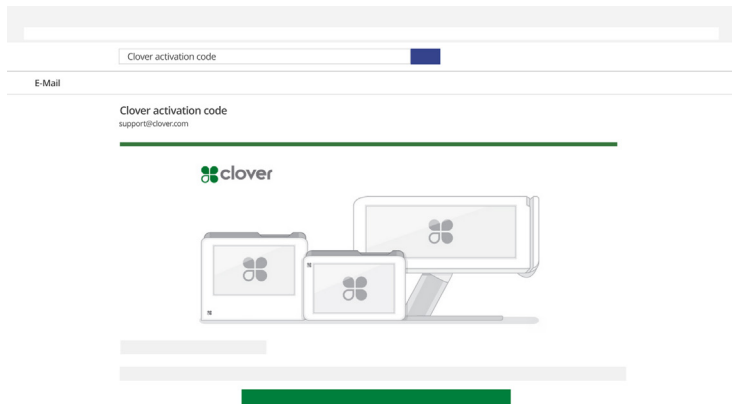
### NOTE

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

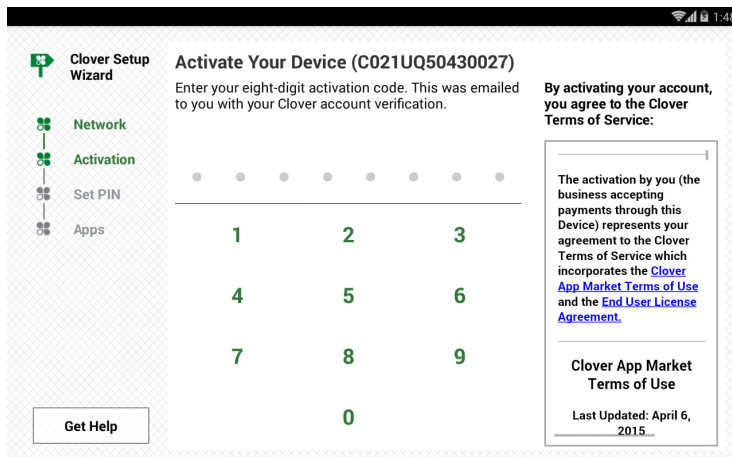
# Activate Your Clover Mobile

## 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 Mobile
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

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:

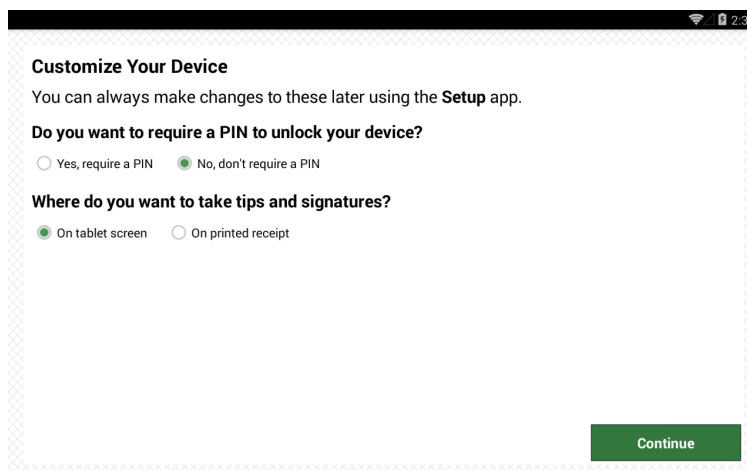
1. Do you want to require a PIN to unlock your device?
  - Yes, require a PIN
  - No, don't require a PIN
2. Where do you want to take tips and signatures?
  - On tablet screen
  - On printed receipt
3. Tap Continue to complete customization

### 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

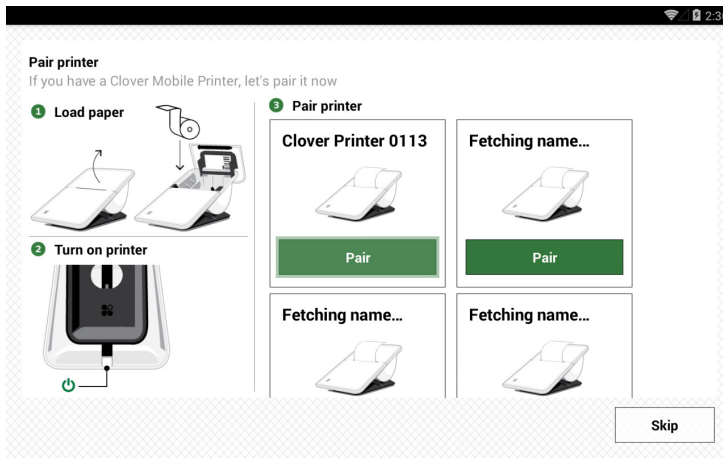
**Continue**

## Pair with Clover Mobile Printer If Applicable

After you complete initial setup, you have the option to pair your Clover Mobile printer and customize your device.

If you have a Clover Mobile Printer on hand, let's pair it now:

1. Tap Next to begin
2. Load paper in your Clover Mobile printer by opening the Clover Mobile Printer and inserting the included paper roll.
3. Turn your Clover Mobile Printer on by pressing and holding the power button on its underside
4. After the Clover Mobile device detects nearby Clover Mobile Printers, tap Pair under Clover Mobile printer that you would like to pair with (the last 4 digits of the Clover Mobile Printer's Serial Number should display on the screen). The Clover Mobile should print out a pairing code.



5. Use your Clover Mobile device to scan the pairing code that is printed out from the Mobile Printer to complete the pairing process. You should see that your Mobile Printer was paired successfully.
6. (Optional) You can Test the printer by tapping Test Printer to ensure that the Clover Mobile Printer can receive print requests from your Clover Mobile device
7. Tap Done

### NOTE

If you prefer not to pair your Clover Mobile with your Clover Mobile Printer at this time, tap Skip instead

### NOTE

At this stage, you can also make a note of the last 4 digits of the Clover Mobile Printer's Serial Number.

### NOTE

To scan, press and hold down on Clover Mobile's trigger.

# Change Reboot Time and Employee PINs

## Change Reboot Time on Clover Mobile

Clover Mobile 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 Mobile.
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 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.

## Using Clover's 3G Data Plan

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.

### NOTE

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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.



## Taking Transactions on Clover Mobile

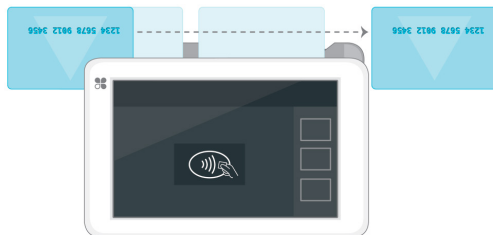
1. Open the Sale or Register app
2. Enter the sale amount in Sale app or select items in Register app
3. Tap Charge in Sale app  
or Pay, then Charge on card in the Register app
4. Insert chip-card, Swipe magnetic strip card, or allow customer to “tap” with their contactless chip-card, Apple Pay, or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