



Clover Flex Starter Kit

Quick Start Guide



About

We are continuously improving our software. Visit clover.com/setup to get the latest version of this guide.

In Europe, visit eu.clover.com/setup

Clover Flex is a powerful and easy-to-use payment terminal that can also support point-of-sale (POS) functionality.

Its integrated hardware lets you take payments, print receipts, scan inventory, and run your day-to-day business operations wherever you are. It connects online by Wi-Fi or 3G, and provides high-level login security through the built-in fingerprint sensor.

With its chargeable battery, the Starter Kit allows Clover Flex to take payments where your customers are—at a table in your restaurant or across town at your customer's site.

Clover Flex enables secure credit and debit card transactions via EMV chip cards (insert), magnetic stripe cards (swipe) and EMV contactless payments (tap), including Apple Pay and Android Pay.

Clover Flex Starter Kit



Clover Flex
(In the device box)



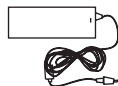
Charging cradle



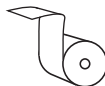
Screwdriver



Power cord
(2 for EU)

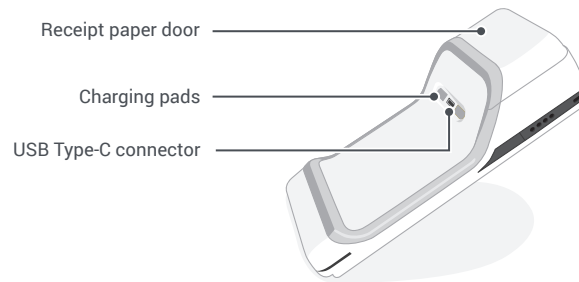
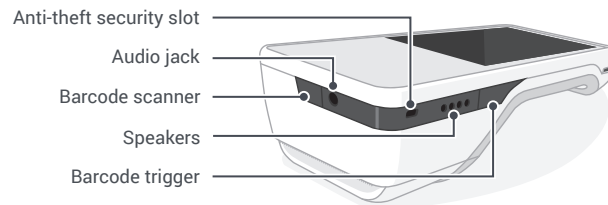
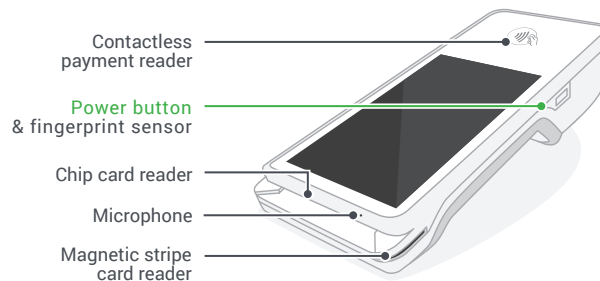


Power brick



Receipt paper

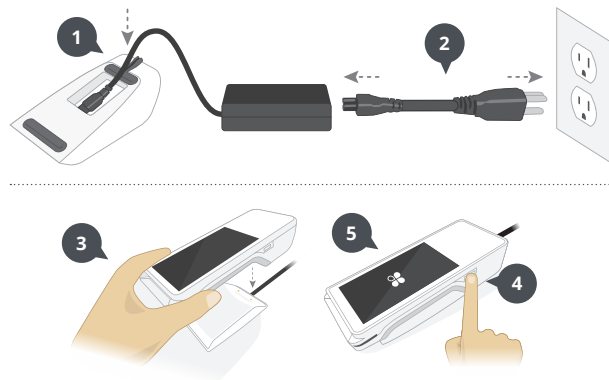
Clover Flex Features



Set Up your Clover Flex

Video set up: clover.com/setup
EU: eu.clover.com/setup

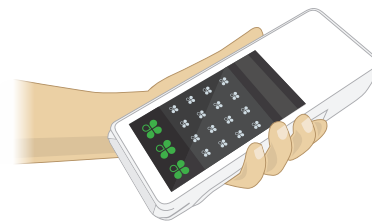
-  **(Only for EU)** Install the micro SIM card. See page 8 for more details. SIM cards have been pre-installed for US.
- 1 Plug the power brick into the charging cradle and press the cord into the rubber base so that it is flush on the counter.
 - 2 Attach the power cord to the power brick and plug the power cord into a power source.
 - 3 Place the device on the charging cradle. If it's properly connected, a battery icon will appear on the screen.
 - 4 While it charges, press and hold the power button until the Clover logo appears on the screen.
 - 5 Follow the on-screen instructions to continue setting up.



Recommended Usage

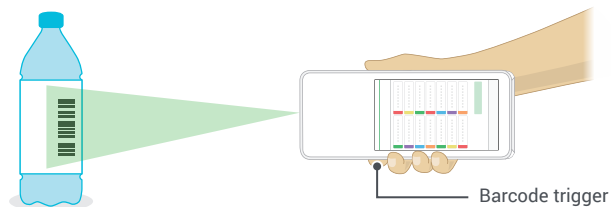
Hand Holding Position

Clover Flex should be held with the chip-card reader facing toward you and the printer pointed away from you. We recommend holding it with your non-dominant hand and using your dominant hand to tap the screen and take payment.



Barcode Scanning

Point the scanner toward the barcode on the item or the receipt and hold down the barcode trigger. You will get the best results by holding the device 4–10 inches (10cm–25cm) from the item.



Payment Methods



Chip Cards

Insert the card with the chip end first. Remove the card when prompted by the device, then follow the on-screen instructions.



Magnetic Stripe Cards

Swipe the card with the magnetic stripe facing down. You can swipe the card from right to left or left to right.



Contactless Payments

Tap chip cards with contactless capabilities, and phones and watches with contactless payments (including Apple Pay and Android Pay) on the contactless symbol.

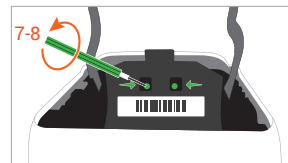
Clover Flex SIM Installation

(Only for EU) Micro SIM cards are pre-installed for the US.

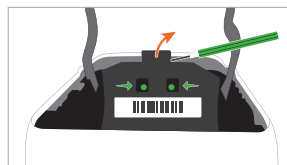
First, power off the Clover Flex device.



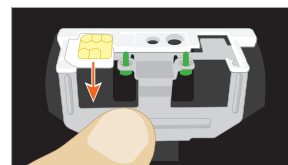
Open the receipt paper door and locate the screws above the serial number (S/N).



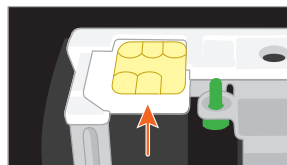
Use the screwdriver to turn the screws counter-clockwise 7–8 times; the screws won't fall out.



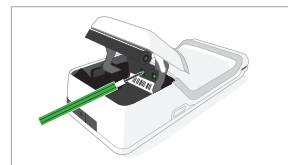
Use your fingernail or screwdriver to pull down black flap.



Remove the placeholder or current SIM card from the left tray.



Insert your card into the tray with the card meeting the angled edge.



Finally, close the flap, tighten the screws, and power on the device.

Applications

Clover comes with apps that take payments, run your front of house, and manage your back of house. Go to App Market to browse and install more apps to meet your needs.



Sale

Enter an amount and take multiple payment types.



Refund

Refund a payment or an amount directly on a card.



Transactions

View, search, reprint, and refund transactions.



Tips

Add paper tips to your credit card payments.



Setup

Personalize your Clover devices to suit your business.



App Market

Add features to your devices based on your needs.

Useful Resources



Web Access

Some apps can be accessed via your web browser. We've put shortcuts to these web pages at clover.com/home.



Please use Chrome, Safari, or Firefox.

In Europe, visit eu.clover.com/home.



Need Help?

Visit help.clover.com, use the Help app, or call us anytime at the phone number given in your welcome email.

FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Part 15 Class B-specific

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement

The product comply with the FCC portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Industry Canada statement:

CAN ICES-3 (B)/NMB-3(B)

This device complies with ICSED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Caution:

- (i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;
- (ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit;
- (iii) the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and
- (iv) the worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in Section 6.2.2(3) shall be clearly indicated.
- (v) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement:

Le guide d'utilisation des dispositifs pour réseaux locaux doit inclure des instructions précises sur les restrictions susmentionnées, notamment :

- (i) les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- (ii) le gain maximal d'antenne permis pour les dispositifs utilisant les bandes de 5250 à 5350 MHz et de 5470 à 5725 MHz doit être conforme à la limite de la p.i.r.e;

(iii) le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5 725 à 5 850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;

(iv) les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, et énoncée à la section 6.2.2 3), doivent être clairement indiqués.

(v) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Radiation Exposure Statement:

The product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Déclaration d'exposition aux radiations:

Le produit est conforme aux limites d'exposition pour les appareils portables RF pour les Etats-Unis et le Canada établies pour un environnement non contrôlé. Le produit est sûr pour un fonctionnement tel que décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur ou que le dispositif est réglé sur la puissance de sortie la plus faible si une telle fonction est disponible.



Clover Flex

Model: C401U



Waste Electrical and Electronic Equipment-WEEE

NOTE: This product is covered electronic equipment under the European Union's Waste from Electrical and Electronic Equipment ("WEEE") Directive (2012/19/EU). The WEEE Directive requires that covered equipment be collected and managed separately from typical household waste in all EU member states. Please follow the guidance of your local environmental authority or ask the shop where you purchased the product for collection or recycling options.