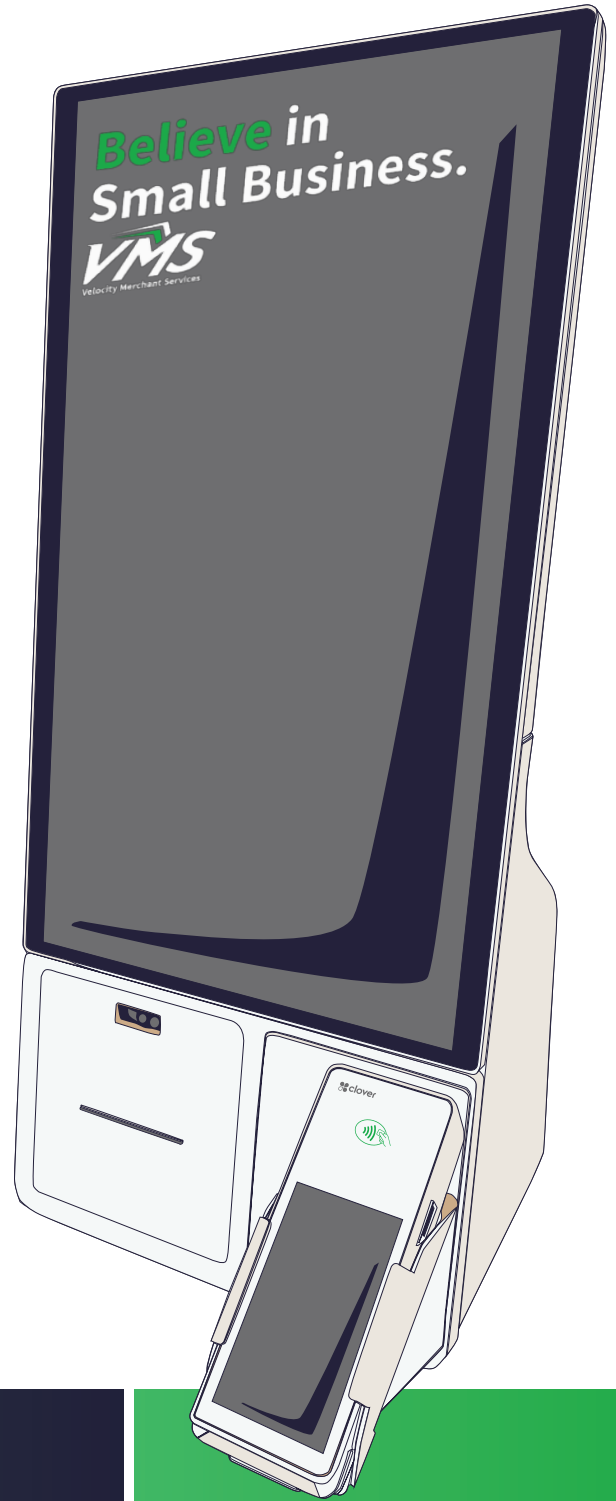


 **clover Kiosk**  
by nanonation

powered by  **VMS** Velocity Merchant Services

 **clover Kiosk**  
**Software and**  
**Troubleshooting**  
**Setup guide**



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## Setting up and configuring your POS Software and Troubleshooting Guide

### Optimizing your Clover Kiosk

1. First Steps
2. Logging in
3. Order Types
4. Kitchen Printer Setup
5. Kitchen Display System (KDS)
6. Menu Items / Modifiers / Categories
7. Configuring Kiosk Settings
8. Managing the Kiosk Menu
  - Editing Menu Items
  - Editing Modifier Groups
  - Editing Modifiers
9. Attract Loop

### FAQ's and Troubleshooting

1. Images, Videos and Menu descriptions for your Clover Kiosk Display
2. Clover Kiosk Overnight Procedures
3. Kiosk screen message: Finish setting up your kiosk at [cp.nanonation.net/clover](http://cp.nanonation.net/clover)
4. Kiosk display is dark and will not turn on
5. Kiosk Unavailable
6. Clear a pair





This guide will walk you through the setup and configuration of your ordering kiosk settings in the Clover Dashboard and the Commandpoint management tool. For instructions on the physical setup of the kiosk, please see the Clover Kiosk Hardware Setup Guide.

## First Steps

Before starting, be sure that you have completed the following:

- **Signed up for the Samsung Ordering Kiosk in the Clover Marketplace.**  
Go to <http://www.clover.com/appmarket/apps/VJGVVB5KEE1QR> to sign up for the Samsung Ordering Kiosk application.  
You will receive additional instructions and user credentials via email.
- Ordered a Flex Terminal and Kiosk Bundle from your VMS representative. You will need one Flex Terminal per kiosk.



# Let's Get Started!



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## Logging In

You will need to be logged into your Clover Dashboard and Commandpoint on a PC or Mac. We recommend using Chrome, Safari, Firefox or Edge browser.

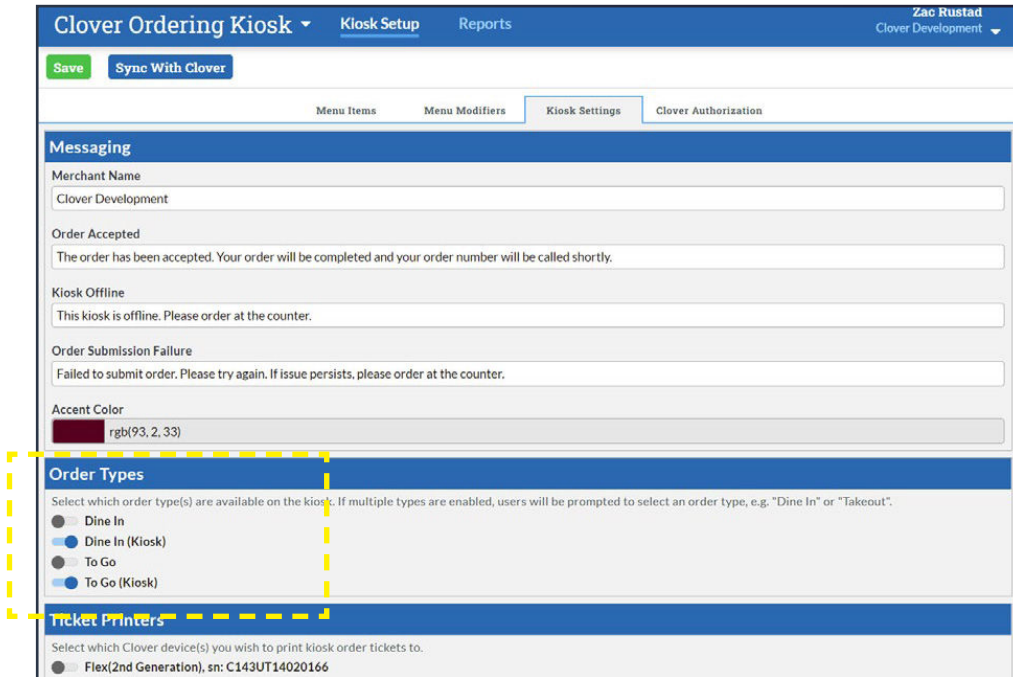
Clover: <https://www.clover.com/dashboard/login>

- Turn on Online Ordering
- Configure Order Types
- Configure Flex Terminal(s) Name(s)
- Configure Printers
- Configure Menu

Commandpoint: <https://cp.nanonation.net>

- Sync with Clover
- Configure Clover Kiosk Settings
- Turn Menu Items, Modifiers, and Categories On / Off
- Add Menu Items Descriptions

Your username and password for Commandpoint were sent to you in an email from Support.



## Order Types

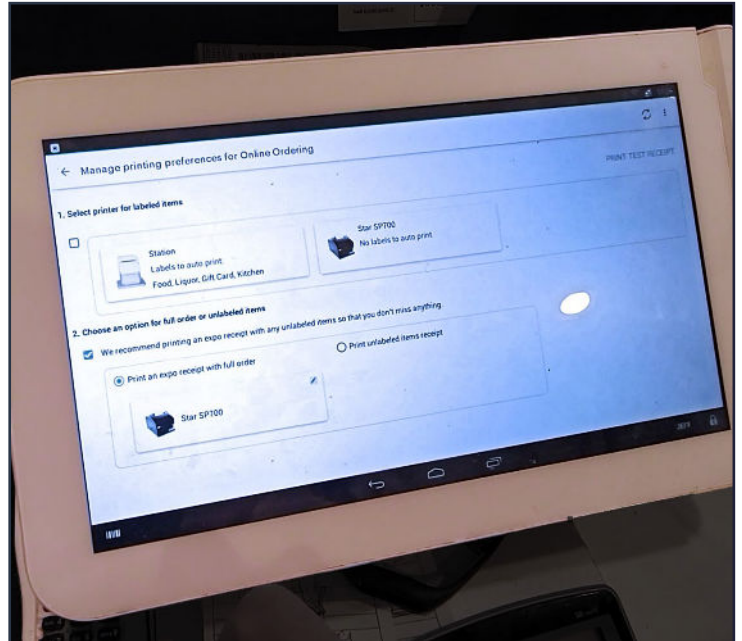
Whatever order types are turned on in Commandpoint will be presented to the customer at the kiosk and display on the order when placed (on the kitchen printer or KDS). If only one Order Type is turned on, then the customer will **not** be prompted for the Order Type and all orders from the kiosk will automatically be that Order Type.

*Tip: We recommend that you create either a "Kiosk" order type or duplicate any order types that you will be using at the kiosk and add the work "Kiosk" to them (as shown in the example screenshots above). This will ensure that your staff knows that the order was placed on a kiosk when looking at the kitchen printer ticket or KDS. It also gives you an easy way to filter kiosk orders when looking at reports in Clover.*

## Kitchen Printer Set up (optional)

The Clover Kiosk will print to your kitchen printer like any other order placed through Clover. To enable using your kitchen printer(s), from one of your existing Clover terminals:

- Go to Printers.
- Tap “Manage printer preferences for Online Ordering”.
- Ensure the box for “We recommend printing an expo receipt...” is checked.
- Select “Print an expo receipt with full order” for the printer(s) the orders will print at.



## Kitchen Display Systems (KDS)

The ordering kiosk will work with any KDS that displays Clover order data that is pulled from Clover. When the customer taps the “Place Order” button on the kiosk an order is created in Clover. When the customer completes payment on the Flex terminal the order is marked paid in the Clover POS. This is effectively the same as if the order was placed on any other Clover POS station. However, you have your KDS configured to display items or send items to different stations will still apply.

*Tip: If your KDS allows it, we recommend setting only paid orders to show, otherwise orders will appear on the KDS before the customer has completed payment.*

## Menu Items | Modifiers | Categories

The Clover Ordering Kiosk is built around the Clover POS. All the data comes from the information you have setup in the Clover Dashboard. Whatever items appear in Clover will be available to show on the kiosk. You can however turn off any items or Categories that you do not want to show on the kiosk (e.g. Categories such as alcohol or catering that you don't want customers to be able to self-service order).

**Important:** Just like for online orders, your menu needs to be customer facing. Any internal or employee only items, Modifiers or Categories should be turned OFF in Commandpoint. For additional tips on menu setup, see the Best Practices Guide.

### Categories

The name of each category will be synced from Clover to Commandpoint. You will have the opportunity to rename how the category shows on the kiosk. Group items into Categories like you would on a physical menu that you would hand a customer.

### Menu Items

The name and price of each Menu Item will be synced from Clover to Commandpoint. You will have the opportunity to rename how the name appears on the kiosk but the price can only be changed in Clover. Menu items will be grouped on the kiosk into the category they are assigned to.

### Modifier Groups & Modifiers

The Modifier Group name and associated modifier names will be synced from Clover to Commandpoint. You will have the opportunity to rename how the name of either appears on the kiosk but the modifier price can only be changed in Clover. Depending on how you have your menu setup today, Modifiers may be the area that requires the most adjustment. See the Best practices guide for more tips and advice. You can create new Modifier Group that will only be shown on the kiosk by:

- Create a new Modifier Group for use on the Kiosk (e.g. "Toppings - Kiosk")
- Set "Pop Up Automatically" to **NO**



- Assign the new Modifier Group to the appropriate Menu Items.
- In Commandpoint, turn off unused Modifier Groups (the ones you want your employees on their Clover stations to use).
- In Commandpoint, rename the Clover Kiosk specific Modifier Group to a customer facing name (e.g. "Toppings - Kiosk" change to "Toppings" ).
- Now the new Kiosk specific Modifier Group will appear to customers on the Kiosk and not pop up automatically for your employees on the Clover terminals.

## Tax Rates

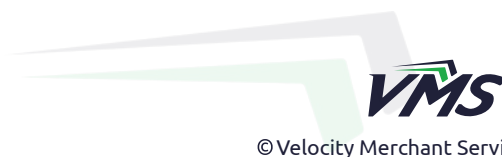
Tax Rates are synced from Clover to Commandpoint. The Kiosk will apply any Tax Rates you setup for any Menu Items. The names and rates are not adjustable in Commandpoint and will appear on the checkout screen and customer receipt exactly as they do in Clover.

## Syncing Rules:

- When you do the very first sync to Commandpoint ALL Menu Items, Modifiers, Categories and order types will be synced turned ON.
- After your first sync, any NEW items that you add will automatically be synced turned OFF.

*This ensures that if you are working on adding new items and Modifiers to Clover that they do not appear on the kiosk until you choose to enable them.*

- If you change a price in Clover, it will automatically update in the Clover Kiosk.
- If you remove a Menu Item or Modifier from Clover, it will automatically be removed from the Clover Kiosk.



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# Configure Kiosk Settings

The "Kiosk Settings" tab in Commandpoint allows you to modify the messages, colors and Attract Loop content on the kiosk to be personalized to your restaurant. Here you can also choose which order types appear on the kiosk and where orders should be sent.

Click to save your changes to the Clover Kiosk

Click to pull menu data from Clover

Configurable messages that will appear on the Clover Kiosk

Color of text & buttons on Clover Kiosk

The types of orders available to select on the Clover Kiosk

Which Clover terminal is used to configure ticket printing.

Save Sync With Clover

Merchant Name  
Clover Development

Order Accepted  
The order has been accepted. Your order will be completed and your order number will be called shortly.

Kiosk Offline  
This kiosk is offline. Please order at the counter.

Order Submission Failure  
Failed to submit order. Please try again. If issue persists, please order at the counter.

Access Color  
rgb(93, 2, 33)

Order Types  
Select which order type(s) are available on the kiosk. If multiple types are enabled, users will be prompted to select an order type, e.g. "Dine In" or "Takeout".

Dine In  
 Dine In (Kiosk)  
 To Go  
 To Go (Kiosk)

Ticket Printers  
Select which Clover device(s) you wish to print kiosk order tickets to.

Flex(2nd Generation), sn: C143UT14020166

Attract Loop  
Add File

Click to add your own Attract Loop image(s) and / or video(s)

## Ticket Printers

If you want the customer's order to print on a Clover station printer, select that printer(s) from the list here. If you want orders to only display on a KDS, leave all ticket printers OFF. If you want to print orders to a Clover compatible kitchen printer, such as the Star TSP700 series, see the Kitchen Printer Setup section of this document.



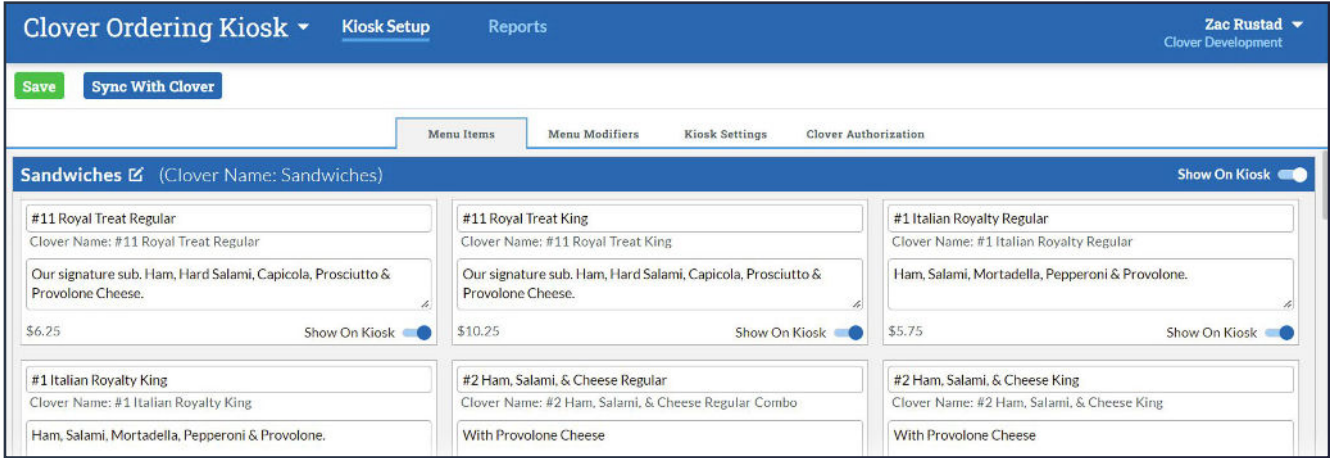
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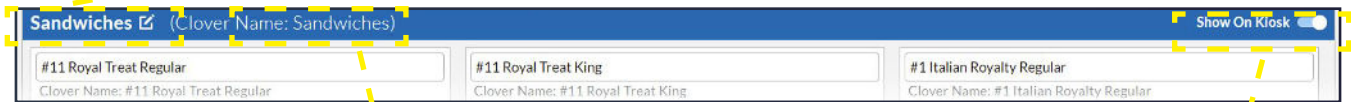
# Managing The Kiosk Menu

All of the menu data shown in Commandpoint comes from Clover. Through Commandpoint you can make adjustments to how the menu and modifiers display on the Clover Kiosk.



## Editing Categories

Click the edit icon to change the name the category will show on the kiosk.



The name of the category in Clover. This will not change even if you edit the Kiosk name.

Turn off the entire category from displaying on the kiosk.

## Editing Menu Items

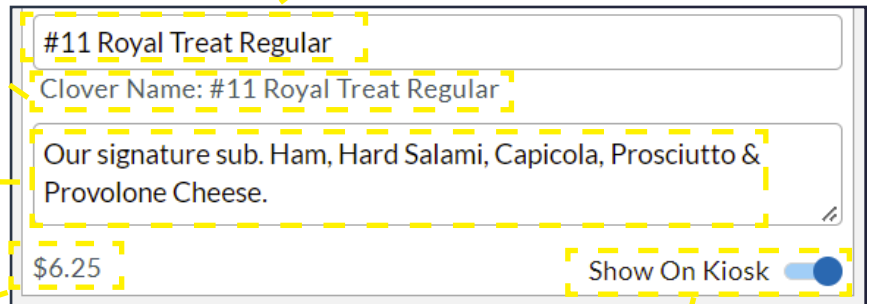
You can edit any menu item from the "Menu Items" tab.

The name of th each item in Clover. This will not change even if you edit the Kiosk name.

This editable name of the item that will appear on the Kiosk.

Optional description that will appear on the Kiosk main page and menu item details popup.

Price of the item in Clover. This can only be edited in Clover



If toggled OFF, the item will not show on the Clover Kiosk



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## Editing Modifier Groups

You can edit a modifier group to change the name it will show on the kiosk. You can also set the minimum and maximum required selections by a kiosk user (e.g. if you must choose the bread type of a sandwich, minimum would be one and maximum would be one.)

Click the edit icon to change the name the Modifier Group will show on the kiosk and to set minimum / maximum selections.

Optionally change the name of the modifier group for the kiosk only (will not change its name in Clover)

Set minimum number of modifiers that a customer must select on the kiosk. If set to 1 or more, they will be prompted to make a selection before they can save.

Set maximum modifiers the customer can select on the kiosk. If set to "none" the customer can select any

## Editing Modifiers

You can edit any Modifier from the "Menu Modifiers" tab.

The name of the item in Clover. This will not change even if you edit the Kiosk name.

Price of the item in Clover. This can only be edited in Clover.

This editable name of the item that will appear on the Kiosk.

If toggled OFF, the item will not show on the Clover Kiosk

## Attract Loop (optional)

The attract loop is the content that runs on the screen when the kiosk is not in use. The default attract loop, shown here, displays an “Order Here” message with a pulsing “Start” button to capture the customers attention. The color of the text and button will be whatever color you set as the “Accent Color” on the Kiosk Settings tab in Commandpoint.

You can change the Attract Loop to show any images or videos that you would like.



## Attract Loop Specifications

If you are creating your own Attract Loop content, please use these specifications:

- Size: 1080 pixels wide x 1920 pixels tall
- Video Format: MP4 (H.264) at 10Mbit or less
- Image Format: JPG or PNG

# You're done!

## You are now ready to set up your Clover Kiosk and start taking customer orders.



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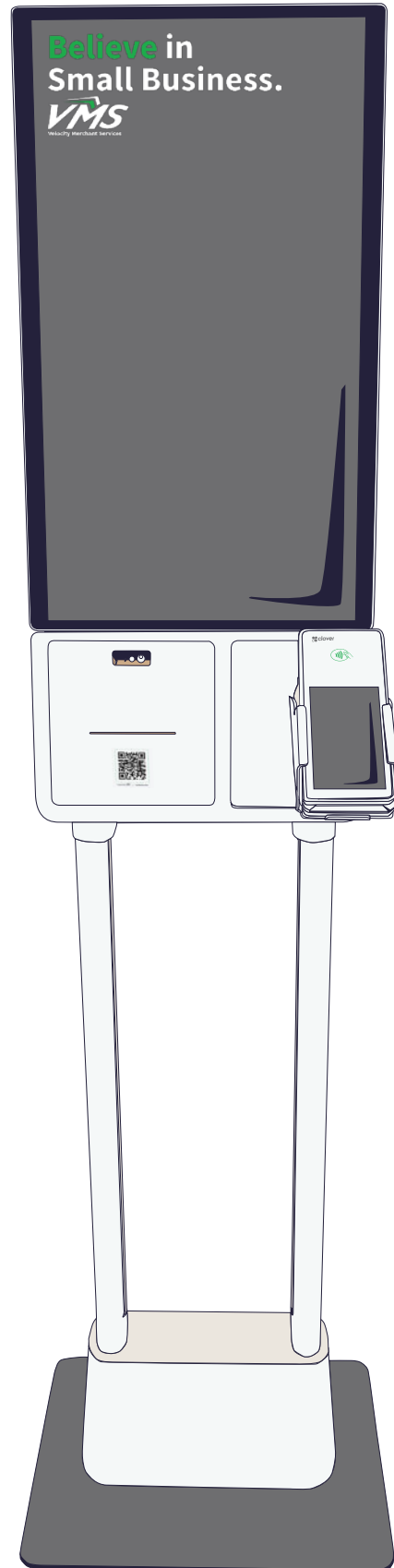
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# FAQ's and Troubleshooting for your **Clover Kiosk**

## FAQ's and Troubleshooting

1. Images, Videos and Menu descriptions for  
your Clover Kiosk Display
2. Clover Kiosk Overnight Procedures
3. Kiosk screen message: Finish setting up your  
kiosk at [cp.nanonation.net/clover](http://cp.nanonation.net/clover)
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5. Kiosk Unavailable
6. Clear a pair



# FAQ's and Troubleshooting

## for your CLOVER KIOSK

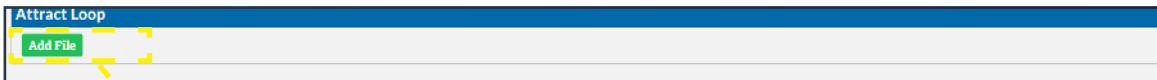
### • Images, Videos and menu descriptions for your Clover Kiosk Display

**My images and videos for my Clover Kiosk display are not updated. Can I change or add them on my Clover Kiosk menu?**

Yes! To upload image(s) or video(s), go to Commandpoint (see guide packet).

A menu's presentation can look its best when the presentation features a full set of images for each menu item:

- Follow the specifications to upload your image(s) or video(s) on Commandpoint on the Attract Loop tab on your Commandpoint dashboard
- Size: 1080 pixels wide x 1920 pixels tall
- Video Format: MP4 (H.264) at 10Mbit or less
- Image Format: JPG or PNG



Click to add your own Attract Loop image(s) and / or video(s)

**My menu descriptions are not updated. Can I change or add them on my Clover Kiosk menu?**

Yes! To manage your menu item descriptions, go to your Commandpoint dashboard (see guide packet).

- Your Menu Items that are updated on Clover will automatically sync into Commandpoint. You can then change names on the Clover Kiosk (Prices can only be changed on your Clover dashboard)
- When you have your customer-facing menu descriptors edited, you can tap save on the Commandpoint dashboard for your edits to take effect.

Click to save your changes to the Clover Kiosk



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## • Clover Kiosk overnight procedures

### Do I keep the Clover Kiosk on overnight? Should I turn it off?

You should keep it on overnight, shutting it on and off won't hurt it but it may cause issues with batching, loading up and re-connecting once it's turned back on:

- The Clover Flex will automatically restart overnight each night. Every morning it will require a user Passcode to be entered to wake it up and make the Clover Kiosk ready to accept orders.
- Your Passcode will usually be the same as your other Clover devices or if you haven't changed the Passcode the default VMS passcode will be set to "1234"
- If unresponsive
  - \* Check that your Clover Kiosk is connected to power
  - \* Check that there is receipt paper loaded into the machine
  - \* Check the connection to the Clover Flex, the device may have disconnected from Wi-Fi
  - \* Clover Kiosk may have unpaired from the Flex
  - \* If you experience these issues on startup there is a section related to troubleshooting an unresponsive device

## • Clover Kiosk message: Finish Setting Up Your Kiosk at...

### What do I do if the kiosk screen message states: Finish setting up your kiosk at cp.nanonationnet/clover

If this pops up on your Clover Kiosk it may be an issue with your device pairing or back-end

- Break the pairing between the Clover Kiosk and the Clover Flex (refer to "Clear Pairing" if this happens)
- If that doesn't work, log into your Commandpoint dashboard and click "sync with Clover" this will be at the top left corner of the Commandpoint website.

- **Kiosk display is dark and will not turn on**

### What if the Clover Kiosk display is dark and does not turn on?

If the display is dark and does not turn on:

- Check your power source
  - \* Confirm that the Clover Kiosk is plugged into the power source directly
  - \* If you are using a surge protector, make sure that it is turned on
- Restart the Clover Kiosk by opening the printer tray and holding down the power button.

- **Kiosk Unavailable**

### What do I do if the Clover Kiosk states it is unavailable?

If your Clover Kiosk states that it is unavailable there are a few possible solutions:

- Make sure receipt drawer is completely closed and that receipt paper is loaded correctly
- Check and confirm there is receipt paper loaded into the machine
  - \* Open the paper compartment located on the bottom left side of the device
  - \* Once you open the paper compartment, pull up on the orange lever
  - \* Feed the paper under the lever and close it on top of the paper.
  - \* The Kiosk will automatically feed the paper through once you close the paper compartment
- Check the connection on the Clover Flex, the device may have disconnected from Wi-Fi
  - \* Go to your Clover Flex and press the upper right-hand corner 3-times
  - \* It will ask for passcode (enter your passcode). This is usually the same passcode you are using for all of your other Clover devices. If you have not set your passcode, the default passcode set by VMS is "1234"
  - \* It will bring you to a screen titled "support"
  - \* Press the green "Clover Apps" option on the bottom right side of the Clover Flex.
  - \* **DO NOT** press the yellow "Clear Pairing" option.
  - \* Once on the Clover App menu, scroll and find "settings", and tap the icon
  - \* Press "Network & Internet" option at the top



- \* Press “Wi-Fi”, this will show if the Clover Flex is connected to your Wi-Fi. Reconnect if needed.
- Clover Kiosk and Clover Flex are not paired
  - \* Go to your Clover Flex and press the upper right-hand corner 3-times
  - \* It will ask for passcode (enter your passcode). This is usually the same passcode you are using for all of your other Clover devices. If you have not set your passcode, the default passcode set by VMS is “1234” (you may need a code with Manager / Admin privileges
  - \* Once the code is entered it will take you to a screen titled “support”
  - \* At the bottom you will see two options “Clear Pairing” and “Clover Apps”
  - \* Select “Clear Pairing”
  - \* You will see a code on the Flex. You should also see the Clover Kiosk display the same code.
  - \* Tap the code displayed on the Clover Kiosk display
  - \* Once code is selected on the Clover Kiosk display, the Kiosk should go back to the order screen.

## • Clearing a Pair

### How do I clear a pair?

If you do not see the “Clear Pairing” option on the Clover Flex you will need to break the pairing on the Clover Kiosk and re-pair:

- On the Clover Kiosk tap the right side corner of the screen 3 times.
- A prompt will appear. Enter the password
  - \* The password is “nanoadmin”
- Once you see the screen Device name, you’ll see an option “break device pairing” on the Clover Flex.
- Select “break device pairing” and the device will start looking for the Clover Flex to pair with.
- On the bottom prompt tap “save”
- The Clover Flex will display a code which should match the Clover Kiosk display.
- With the same code on both displays, select the code on the Clover Kiosk display and the devices will re-establish the connection to each other.

- **Payment Issues**

### What if the Clover Kiosk stops accepting payments?

If your Clover Kiosk does not process / accept payments the solution can be:

- Make sure the Clover Kiosk is connected to Wi-Fi
- This is most likely an issue with the Clover Flex.
  - \* Check your Clover Flex to see if it displays “ready to order” but the payments are not going through.
  - \* In this situation “breaking device pairing” may fix the processing issue.
- If it exits the ready to order screen, check to see if there is a red bar at the top of the screen
  - \* It will say “device tampered” or “device cannot take payments”
  - \* If that is the case your Clover Flex will have to be replaced
  - \* Contact VMS support

For any additional inquires contact  support at during office hours

**888-902-6227** or **customercare@getvms.com**

For 24 / 7 support contact

**555-123-4567** or **customercare@nanonation.com**