



# Clover Flex Starter Kit

Quick Start Guide



English	1
Deutsch	12
Español	24
Français	36
Italiano	48
Polski	60

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We are continuously  
improving our software.  
To see the latest version  
of this guide, visit  
[help.clover.com/devices/flex](https://help.clover.com/devices/flex)

# Clover Flex Starter Kit



Clover Flex



Charging cradle



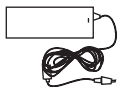
Screwdriver



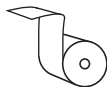
PIN Entry Aid  
(Select regions)



Power cord  
(2 for Europe)

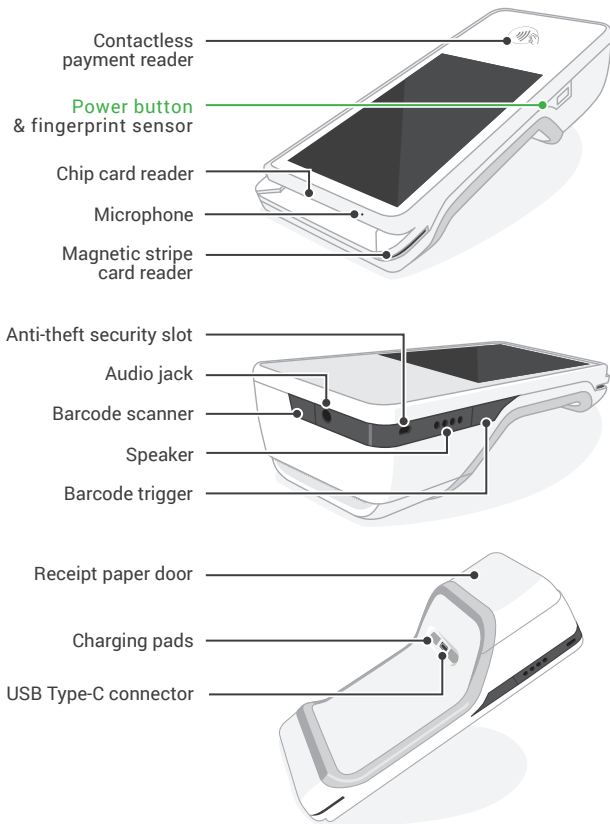


Power brick



Receipt paper

# Clover Flex Features

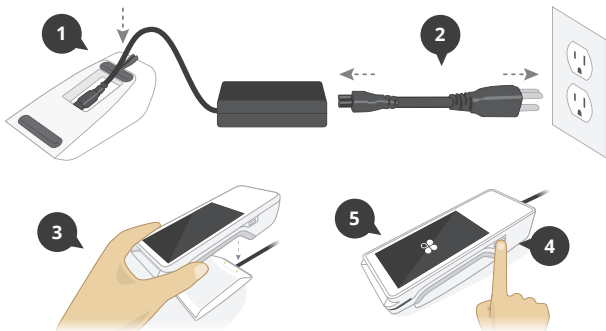


# Set Up your Clover Flex



A micro SIM card may be pre-installed in the device. See page 9 for instructions on how to replace the SIM.

- 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 briefly 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

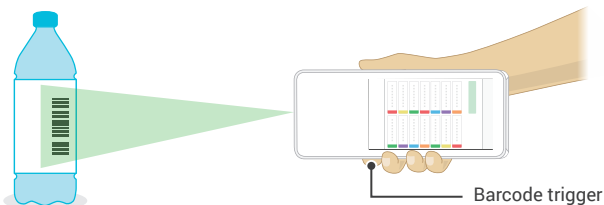
## Hand Holding Position

Clover Flex should be held with the card reader facing toward you and the printer pointed away from you.



## 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 in (10 cm–25 cm) from the item.

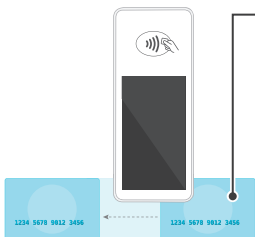


# Payment Methods



## 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 NFC, Apple Pay and Android Pay) on the contactless symbol.



# Secure PIN Entry and PIN Entry Aid



The PIN Entry Aid can assist cardholders with disabilities who have difficulty using a touchscreen to enter their PIN. It also features a privacy shield for added security when entering a PIN.

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For security purposes, contact us immediately if your PIN Entry Aid does not match the images below.

**Front**



**Back**



# Transactions with the PIN Entry Aid

**Europe only.** When taking a payment, tap Use Aid on the Enter PIN screen and follow on-screen instructions to securely place the aid over the screen and allow a customer to enter their PIN. Remove the aid after the customer removes their card.



## Additional Accessibility Features

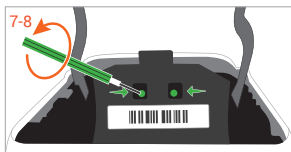
Clover Flex incorporates other native Android accessibility features such as larger text and magnification gestures (not available during secure PIN entry). These features can be found in the Accessibility menu in your device Settings.

# SIM Installation

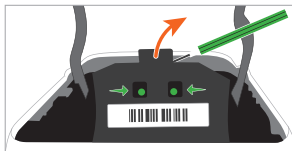
Power off the device by holding the power button until you see the power off button on the screen, then tap it.



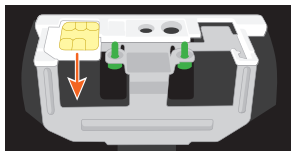
Open the receipt paper door and locate the screws above the serial number (S/N).



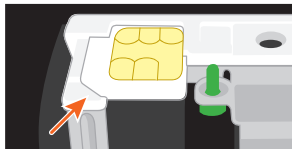
Use the screwdriver to turn the screws counter-clockwise 7-8 times; the screws won't fall out.



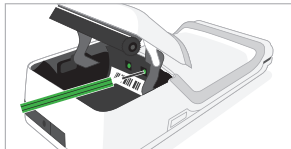
Use your fingernail or screwdriver to pull down black flap.



Locate the left tray and remove the current SIM card.



Slide the SIM card into the tray and align it with the angled corner.



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 install more apps to meet your needs: [clover.com/appmarket](https://clover.com/appmarket).



## 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.



## 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](https://clover.com/home).



Please use Chrome, Safari, or Firefox.

In Europe, visit [eu.clover.com/home](https://eu.clover.com/home).

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## Need Help?

Visit [help.clover.com](https://help.clover.com), use the Help app, or call us anytime at the phone number given in your welcome email.