Network Requirements

The Clover Flex connects to your network using WiFi or LTE. If you are using WiFi, consider the following best practices for configuring your network:

- The Clover Flex does not support the use of a TLS proxy for internet access — the device must have a direct connection from your network to the internet
- Configure a DHCP IP address range to connect terminal devices to a dedicated subnet
    - Alternatively, use static IP addresses reserved for your devices
- Configure a new WPA WiFi (with password requirement) network for the new device subnet
    - Optionally, restrict access to this network to specific MAC addresses or IP addresses
    - For extended security, you can restrict the services or ports that are allowed to communicate over the network

Unboxing Your Clover Flex

The Clover Flex includes:

- Clover Flex quick start guide
- Charging cradle
- Power cable
- Receipt paper
- Screwdriver
- Preinstalled SIM card

Configuring Your Clover Flex

After unboxing, follow these simple steps:

1. Connect the power cable to the charging cradle
2. Place the Clover Flex on the charging cradle
3. Press and hold the power button until the Clover logo displays, followed by a welcome screen
4. Select a language and press **Set Language**
5. On the Network screen:
    - To connect to a WiFi network, tap **Configure** next to the WiFi option, and select your network (must be a password-protected network)
    - To connect to a LTE network, tap **Configure** next to Mobile (SIM card)

Configuring Your Clover Device Cont.

- Once the nework configuration is complete, the device will display 'Successfully Connected to Server'
- The device will begin to download the CardPointe App, which will launch upon completion

Registering Your Clover Flex

Once the Clover Flex setup process is complete, you must register the device with CardPointe Integrated Payments.

The first time the CardPointe application launches, the terminal registration screen will display, prompting you to enter the registration code you received. Before you begin, please ensure you have your order confirmation email and registration code handy.

1. On the **terminal registration screen**, tap the empty field to open the keyboard
2. Enter the 8-digit order ID provided in your welcome email, then tap **continue**
3. The CardpPointe app authenticates and registers the Clover Flex with the CardPointe service
4. Tap **continue** (on the **registration complete screen**) to complete the device registration
5. The CardPointe app will display the **welcome screen**

Note: If you encounter an error, tap the **terminal registration failed** banner at the top of the display for troubleshooting information.

Modes of Operation

The CardPointe App supports has two modes of operation:

- **Merchant Mode**: With the 'merchant-facing interface', you can access the CardPointe Admin Panel to manage the CardPointe application and terminal settings; you can also access Android device settings
- **Customer Mode**: With the 'customer-facing interface', the merchant or customer can use the device to submit a payment

Launching the CardPointe App

To begin accepting payments, tap the CardPointe icon (from the CardPointe app launcher). You can also launch the **settings app** to modify the Android device settings.

The CardPointe app initially launches in **merchant mode**. If the Clover Flex is connected to the CardPointe service and is ready to begin accepting payments, the status will display 'connected'. If the status displays 'disconnected', the device is unable to communicate with the CardPointe integrated terminal service. Please access the CardPointe Admin Panel to troubleshoot the network connection.

Accepting Payments

To accept payments, the CardPointe Application (on the Clover Flex device) must be connected to the CardPointe service (display= Connected). The device must also be in **customer** mode.

It is strongly recommended that the device remains in customer mode during normal operations. You can enable the **lock customer mode** option to launch the CardPointe app in customer mode.

Using the CardPointe App in Merchant Mode

The CardPointe App initially launches in **merchant mode**, providing access to the CardPointe Admin Panel. While in this mode, you can use the CardPointe Admin Panel to access the following information:

Label	Description
Status	Displays '**connected**' if the device is successfully connected and authenticated to the CardPointe Integrated Terminal service. '**Disconnected'** is displayed if the device is not connected to CardPointe Integrated Terminal
HSN	Displays the terminal hardware serial number (HSN) – if you need to contact the CardPointe Support team, you'll need your HSN handy
Lock Customer Mode	This setting forces the terminal to bypass the unlock screen and automatically start in **customer** mode
Contact Support	Opens a browser window to the CardPointe Support Center
CardPointe Properties	Displays the CardPointe Integrated Terminal properties – this menu provides useful information for troubleshooting CardPointe application and device issues
Internet Connection	To modify the network settings and Android device settings, select '**advanced configuration**'
Application Properties	Displays the CardPointe App version as well as the Payment Card Industry (PCI) PIN Transaction Security (PTS) validation level

Product Support

The CardPointe Support team is your go-to resource for product-specific questions troubleshooting inquiries. The team is available Monday - Friday from 8:30am - 9:00pm ET and provides emergency support as needed.

- **Phone:** 877.828.0720
- **Email:** cardpointesupport@cardconnect.com

Product Support Cont.

The following topics provide support and troubleshooting information for common issues you might encounter.

Device Registration Issues

If you encounter an issue registering the device, please confirm it's connected to your network.

If you receive one of the following error messages when attempting to register the device, complete the listed steps to resolve the issue:

- **Order Not Valid for Terminal:** Check your welcome email to verify your registration code and confirm you used the correct code
  - If you no longer have access to the welcome email, contact CardPointe Support to recover your registration code
- **Terminal Already Registered:** This error can occur if the device was previously registered but has since been reset to the factory configuration, and you are attempting to re-register the device
  - In this case, the device must be reinitialized:
    1. On the **registration failed** modal, tap **retry** to return to the **terminal registration** screen
    2. Tap the **Go to Reinit** message at the bottom of the screen to access the terminal reinitialization screen
    3. Contact CardPointe Support to obtain a reinitialization key
    4. Enter the **reinitialization key** on the **terminal reinitialization** screen

If you receive any other error messages, please contact CardPointe Support for assistance.

Network Connectivity Issues

If your device is experiencing network connectivity issues, complete the following troubleshooting steps:

1. If the CardPointe app is in **customer mode**, press all four corners of the touch screen to switch to **merchant mode**
2. In **merchant mode**, tap the **admin panel** button on the welcome screen
3. On the admin panel, tap **internet connection** to view the connection status and properties
4. To modify or reconfigure the network settings, tap **advanced configuration** to access the Android device network settings

Locking Customer Mode

When the **customer mode lock** option is enabled, the CardPointe app will always launch in customer mode. It is recommended that you enable this feature to ensure the device is always connected to your POS application. To enable the customer mode lock:

1. If the CardPointe app is in **customer mode**, press all four corners of the touch screen to switch to **merchant mode**
2. In **merchant mode**, tap the **admin panel** button on the welcome screen
3. On the admin panel, tap the **lock customer mode** toggle to enable or disable the feature

Switching User Modes

The CardPointe app has two modes of operation: **customer mode** and **merchant mode**. To switch between modes, simply:

1. To switch from **customer mode** to **merchant mode**, tap all four corners of the touch screen simultaneously
2. To switch from **merchant mode**, to **customer mode**, tap the **customer mode** button on the welcome screen

Reinitializing a Device After a Factory Reset

If you perform a factory reset on your Clover Flex, you will be prompted to register the device before you can launch the CardPointe App. In order to do so, the device must be reinitialized:

1. On the **terminal registration** screen, tap the **Go to Reinit** message at the bottom of the screen to access the terminal reinitialization screen
2. Contact CardPointe Support to obtain a reinitialization key
3. Enter the **reinitialization key** on the **terminal reinitialization** screen