Network Requirements

The Clover Mini connects to your network using both WiFi Ethernet. We recommend connecting your device to an Ethernet network to ensure a fast, stable connection.

Please keep the following tips in mind when configuring your network:

- The Clover Mini 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 your device to a dedicated subnet
  - Alternatively, you can use a static IP address reserved for your devices
- Configure a new WPA WiFi (with password requirement) network for the new device subnet
  - Optionally, you can restrict access to this network to a specific MAC address / IP address
  - For extended security, you can restrict the services or ports that are allowed to communicate over the network

PRO TIP: Keep your equipment order email (subject-line: 'Your CardPointe Terminal Order Has Shipped!') handy during the setup process. You'll need the **registration code** included in the email to register your

Unboxing Your Clover Mini

Your device comes with:

- Clover Mini quick-start guide
- Device hub
- Power cable
- Receipt paper
- Screwdriver
- Preinstalled SIM card (LTE models)

Configuring Your Clover Mini

1. Connect the power cable to the device hub — the Mini will power on and display a welcome screen
2. Select your language
3. On the **Set Up Network Connections** screen:
   - To connect to an Ethernet network (recommended), connect an Ethernet cable to the device hub — the device should automatically connect to your network

Configuring Your Clover Device Cont.

- To connect to a WiFi network, tap the **WiFi** option and select your network
- To connect to a cellular network, tap the **Device SIM** card option

4. Click **Next** to proceed — your device will begin to download and install all required components; once complete, the **Terminal Registration** screen will display

Registering Your Clover Mini

Once the Clover Mini 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 via email.

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 CardPointe app will authenticate and register the Clover Mini with the CardPointe Integrated Payments service
4. Tap **Continue** (on the **registration complete screen**) to complete the device registration
5. The CardPointe app will display the **welcome screen**

PRO TIP: 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', your customers can use the device to submit a payment

PRO TIP: To switch from **Customer Mode** to **Merchant Mode,** tap the four corners of the touchscreen simultaneously.

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 Mini is connected and ready to accept payments, the status will display as '**Connected**'. If the status displays as '**Disconnected**', the device is unable to communicate with the CardPointe Integrated Terminal service. If this occurs, simply access the **CardPointe Admin Panel** to troubleshoot the network connection.

Accepting Payments

To accept payments, your Clover Mini must be connected to the CardPointe Integrated Terminal Service (display status = **Connected**); the device must also be in **Customer Mode**.

We strongly recommend 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**, a merchant-facing interface you can use to configure and troubleshoot the CardPointe application. While in this mode, you can use the panel to access the following information:

Label	Description
Status	Displays as '**Connected**' if the device is successfully connected and authenticated to the CardPointe application service. '**Disconnected**' is displayed if the Mini is not connected to the CardPointe application service.
HSN	Displays the terminal hardware serial number (HSN) — you'll need this number handy when contacting the CardPointe Support team
Lock Customer Mode	Forces the terminal to automatically bypass the unlock screen and start in **Customer Mode**
Contact Support	Opens a browser window to the CardPointe Support site
CardPointe Properties	Displays the CardPointe Integrated Terminal properties — this menu provides useful informoation for troubleshooting CardPointe Integrated Terminal application and device issues.
Internet Connection	Displays the internet connection status / configuration. To modify network settings (and Android device settings), select **Advanced Configuration**.
Application Properties	Displays the CardPointe Integrated Terminal application 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 and 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

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

Device Registration Issues

If you encounter an issue registering your device, please confirm it's connected to your network. If you receive one of the following error messages when attempting to register your device, simply follow these 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

    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

Receipt Printer Issues

If the receipt printer isn't functioning, complete the following to troubleshoot the issue:

1. Verify the device is not out of paper and the paper is correctly installed
2. Verify the device is connected to the hub and the hub is connected to a power source
3. Restart the device

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 Mini, 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