



# **Point-to-Point Encryption (P2PE) Implementation Manual**

**Mobile / Mini / Flex / Station /  
Mini (2nd Generation)**

**Version 3.0**

## 1. P2PE Solution Information and Solution Provider Contact Details

### 1.1 P2PE Solution Information

Solution name:	Clover Mobile / Mini / Flex / Station / Mini (2nd Generation)
Solution reference number per PCI SSC website:	2017-00893.001

### 1.2 Solution Provider Contact Information

Company name:	Clover Network, Inc.
Company address:	415 N. Mathilda Ave., Sunnyvale, CA 94085
Company URL:	www.clover.com
Contact name:	Customer Support
Contact phone number:	(855) 853-8340
Contact e-mail address:	support@clover.com

#### ***P2PE and PCI DSS***

Merchants using this P2PE Solution may be required to validate PCI DSS compliance and should be aware of their applicable PCI DSS requirements. Merchants should contact their acquirer or payment brands to determine their PCI DSS validation requirements.

## 2. Approved POI Devices, Applications/Software, and the Merchant Inventory

### 2.1 POI Device Details

The following information lists the details of the PCI-approved POI devices approved for use in this P2PE solution.

Note all POI device information can be verified by visiting:

[https://www.pcisecuritystandards.org/approved\\_companies\\_providers/approved\\_pin\\_transaction\\_security.php](https://www.pcisecuritystandards.org/approved_companies_providers/approved_pin_transaction_security.php)

POI device vendor:	Clover Network, Inc.
POI device model name and number:	<ul style="list-style-type: none"> <li>● Clover Mobile</li> <li>● Clover Mini</li> <li>● Clover Flex</li> <li>● Clover Station</li> <li>● Clover Station Printer with customer facing contactless payments</li> <li>● Clover Mini (2nd Generation)</li> </ul>
Hardware version #(s):	<ul style="list-style-type: none"> <li>● 1.0</li> <li>● 1.0</li> <li>● 1.xx</li> <li>● 1.xx</li> <li>● 1.xx</li> <li>● 3.xx</li> </ul>
Firmware version #(s):	<ul style="list-style-type: none"> <li>● 1.0 1.0</li> <li>● 1.1 1.0</li> <li>● 0 01.xx.xxxx 01.xx.xxxx (01.xxxxx)</li> <li>● 0 01.xx.xxxx 01.xx.xxxx</li> <li>● 0 01.xx.xxxx 01.xx.xxxx (01.xxxxx)</li> <li>● 0 02.XX.XXXX 02.XX.XXXX (01.XXXXX)</li> </ul>
PCI PTS Approval #(s):	<ul style="list-style-type: none"> <li>● 4-40156</li> <li>● 4-40158</li> <li>● 4-40209</li> <li>● 4-30298</li> <li>● 4-30302</li> <li>● 4-10248</li> </ul>

### 2.2 POI Software/application Details

The following information lists the details of all software/applications (both P2PE applications and P2PE non-payment software) on POI devices used in this P2PE solution.

*Note that all applications with access to clear-text account data must be reviewed according to Domain 2 and are included in the P2PE solution listing. These applications may also be optionally included in the PCI P2PE list of Validated P2PE Applications list at vendor or solution provider discretion.*

Application vendor, name and version #	POI device vendor	POI device model name(s) and number:	POI Device Hardware & Firmware Version #	Is application PCI listed? (Y/N)	Does application have access to clear-text account data (Y/N)
N/A	N/A	N/A	N/A	N/A	N/A

All Clover devices are out of scope for Domain 2 since all cardholder data is encrypted at swipe, dip, or tap (SRED). No payment card data is ever stored in any application and is only processed by the firmware of the device.

### 2.3 POI Inventory & Monitoring

- All POI devices must be documented via inventory control and monitoring procedures, including device status (deployed, awaiting deployment, undergoing repair or otherwise not in use, or in transit).
- This inventory must be performed annually, at a minimum.
- Any variances in inventory, including missing or substituted POI devices, must be reported to Clover Network, Inc. via the contact information in Section 1.2 above.
- Sample inventory table below is for illustrative purposes only. The actual inventory should be captured and maintained by the merchant in an external document.

Merchants can keep track of all devices using the Clover Web Management Dashboard. Using the Dashboard, all registered Clover devices will appear in their Devices tab in their Dashboard. From here, they can regularly manage their inventory and keep track of them.

**Setup**

Business Information

API Tokens

**Devices**

Orders

Order Receipts

Order Types

Payments

Payment Receipts

Printers

Reporting

Taxes

Service Charge

Tips

Account Settings

### Devices

[← Back](#) [Next →](#)

Name	Model	ID	Order Title Prefix		
	---	Clover Flex	C041UQ71840459	---	
	---	Mini	C030UQ53760231	---	
	---	Mobile	C021UQ63140314	---	

[← Back](#) [Next →](#)

Merchants may also use an Inventory tracking spreadsheet to keep track of all their devices similar to this sample below:

**Sample Inventory Table**

Device vendor	Device model name(s) and number:	Device Location	Device Status	Serial Number or other Unique Identifier

### 3. POI Device Installation Instructions

***Do not connect non-approved cardholder data capture devices.***

The P2PE solution is approved to include specific PCI-approved POI devices. Only these devices denoted above in table 2.1 are allowed for cardholder data capture.

If a merchant's PCI-approved POI device is connected to a data capture mechanism that is not PCI approved, (for example, if a PCI-approved SCR was connected to a keypad that was not PCI-approved):

- The use of such mechanisms to collect PCI payment-card data could mean that more PCI DSS requirements are now applicable for the merchant.
- Only P2PE approved capture mechanisms as designated on PCI's list of Validated P2PE Solutions and in the PIM can be used.

Do not change or attempt to change device configurations or settings.

Changing or attempting to change device configurations or settings will invalidate the PCI-approved P2PE solution in its entirety. Examples include, but are not limited to:

- Attempting to enable any device interfaces or data-capture mechanisms that were disabled on the P2PE solution POI device
- Attempting to alter security configurations or authentication controls
- Physically opening the device
- Attempting to install applications onto the device

#### 3.1 Installation and connection instructions

### **Activate & Connect your Clover Mobile**

### Set up the Hardware

Plug in the cables for your Clover Device



Clover Mobile



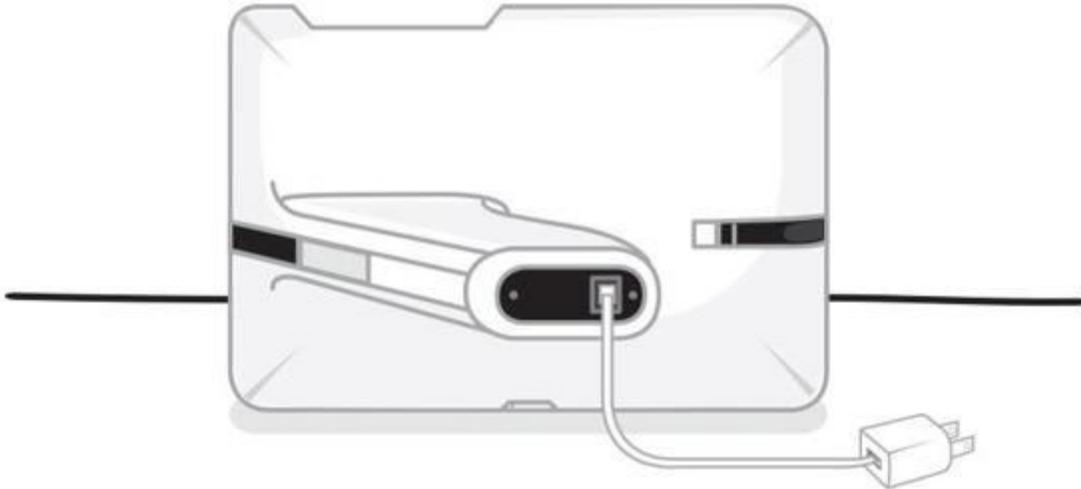
USB wall charger



USB cable

1. Plug in Clover Mobile's USB outlet to a nearby wall outlet
2. Plug in Clover Mobile's microUSB connector to the Clover Mobile port
3. Press and hold the **Power button** to turn on Clover Mobile. You will know Clover Mobile is on when the Clover logo appears on the front screen.

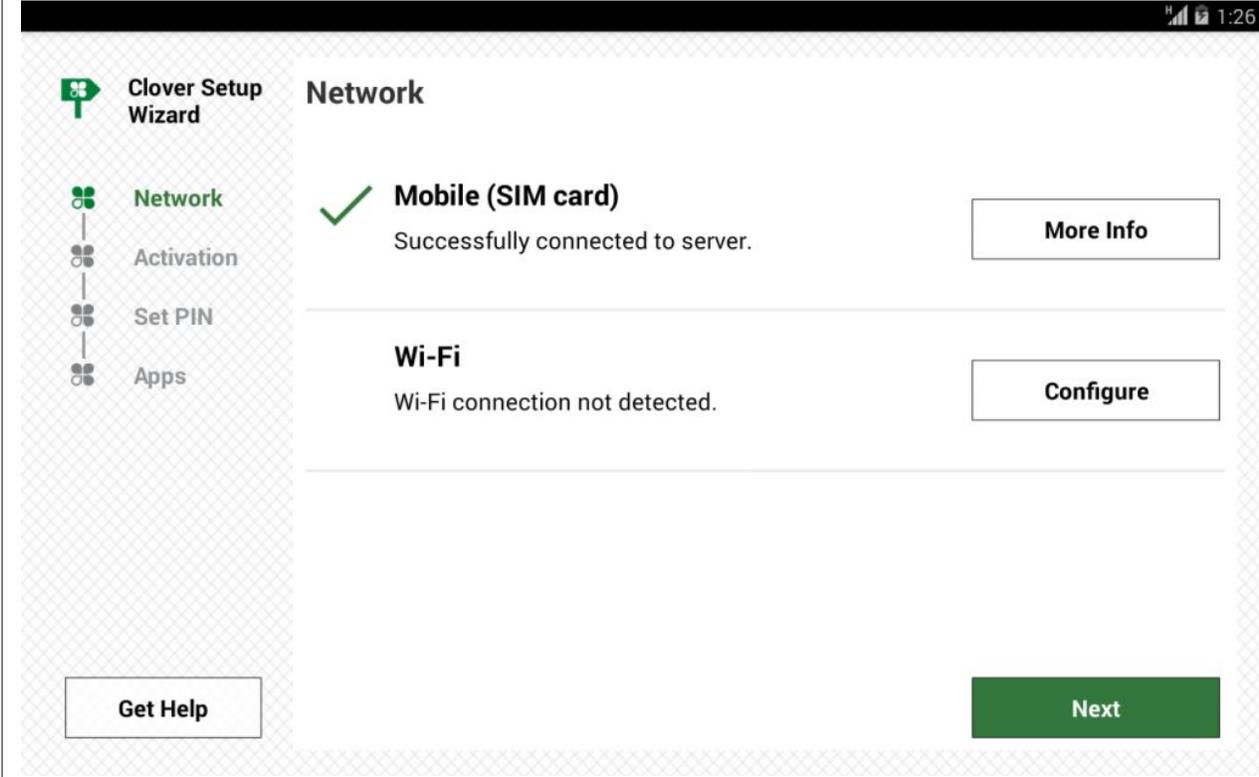
**Back**



### ***Connect Clover Mobile to a Network***

Activate Device via 3G

1. Once your Clover Mobile has started, select your primary language that you would like Clover to be set up in.
2. You will then be taken to the Network connection screen. Please wait about a minute for the SIM card to wake up and for the SIM card to verify that it's connected to the 3G network
3. Tap **Next**.



**Network**

✓ **Mobile (SIM card)**  
Successfully connected to server. [More Info](#)

**Wi-Fi**  
Wi-Fi connection not detected. [Configure](#)

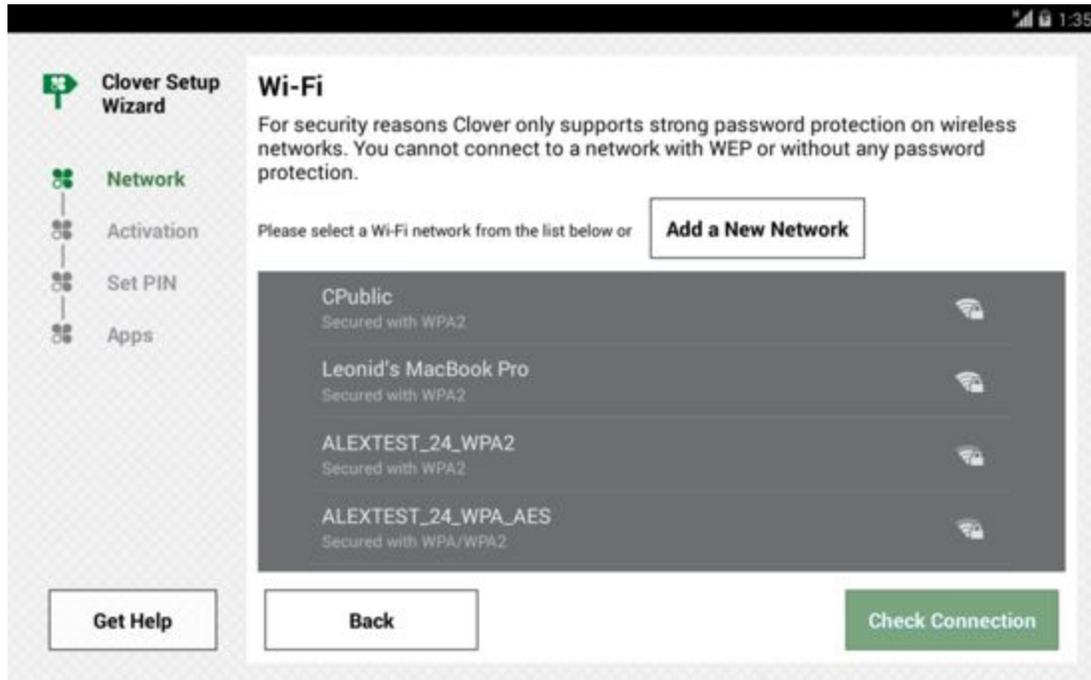
[Get Help](#) [Next](#)

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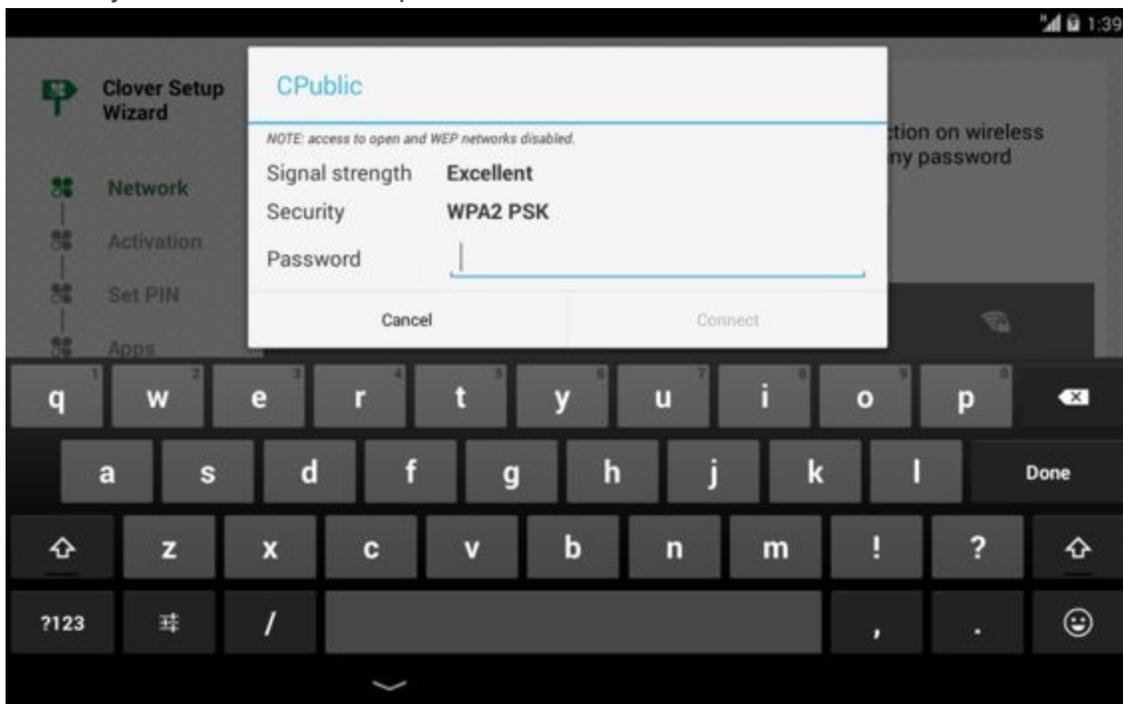
Activate Device via Wi-Fi

1. Once your Clover Mobile has started, select your primary language that you would like Clover to be set up in.
2. You will then be taken to the Network connection screen. Tap **Wi-Fi**.

3. Select your wireless network from the list of available wireless networks.



4. Enter in your wireless network password.



**NOTE**

If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Mobile to a WPA or WPA2 network for PIC compliance reasons.

## Updating Clover Software during device setup

After Clover Mobile connects to the network for the first time, it will need to download and install the latest version of Clover. Your Clover Mobile will then automatically reboot. Depending on the device, you may need to install a second download.

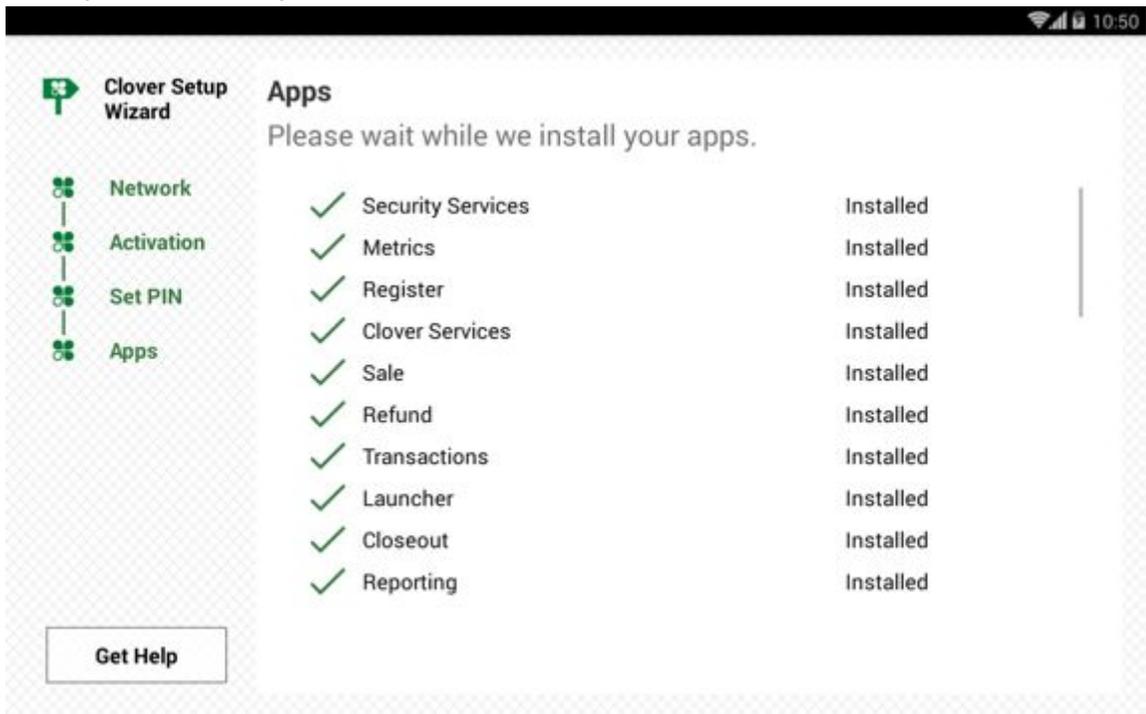
### **Activate your Clover Mobile**

Locate & enter your activation code

### **Install the Apps in the App Market**

Install apps and access the App Market

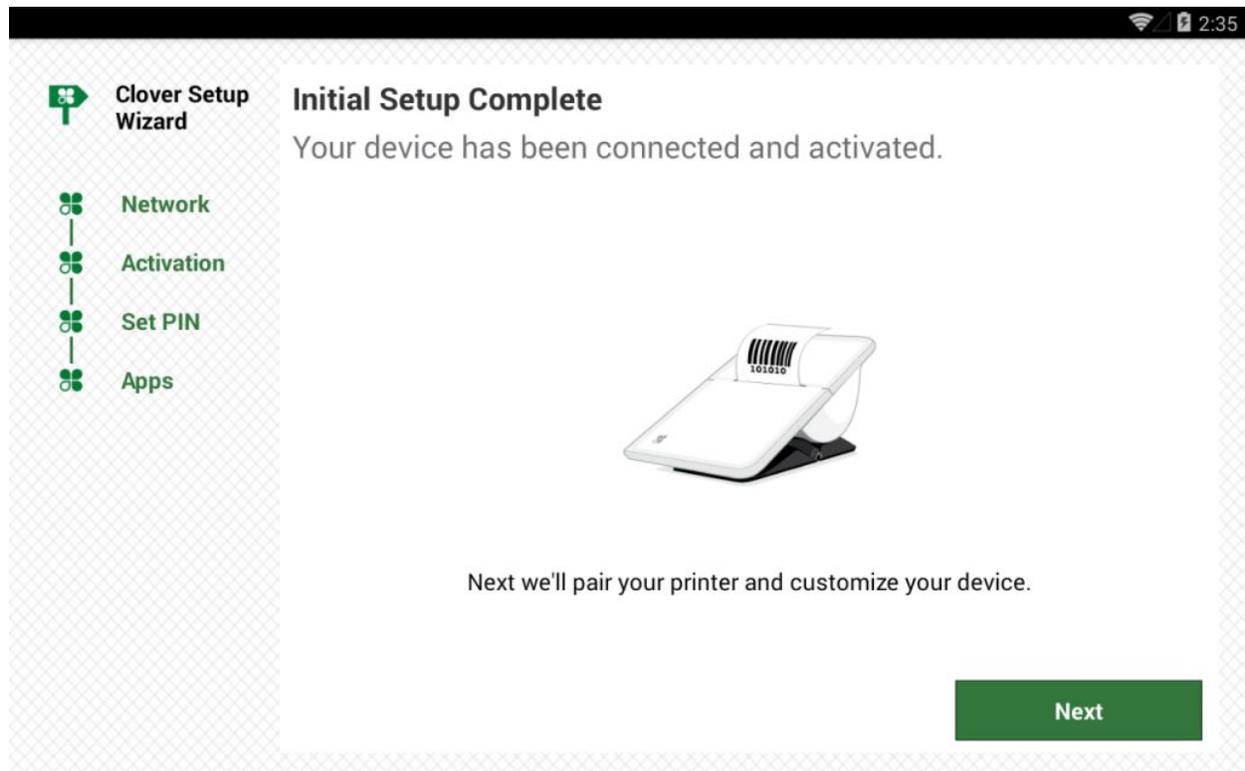
1. After entering your activation code, Clover Mini may prompt you with a few questions about your business. Please answer them the most accurately, so Mini can be automatically set up with settings that are best for your business needs.
2. After answering these questions, your apps should begin installing. Please wait until the install process is complete.



## Pair with Mobile Printer

Optionally pair with Clover Mobile Printer

After you complete initial setup, you have the option to pair your Clover Mobile printer and customize your device.



If you have a Clover Mobile Printer on hand, let's pair it now:

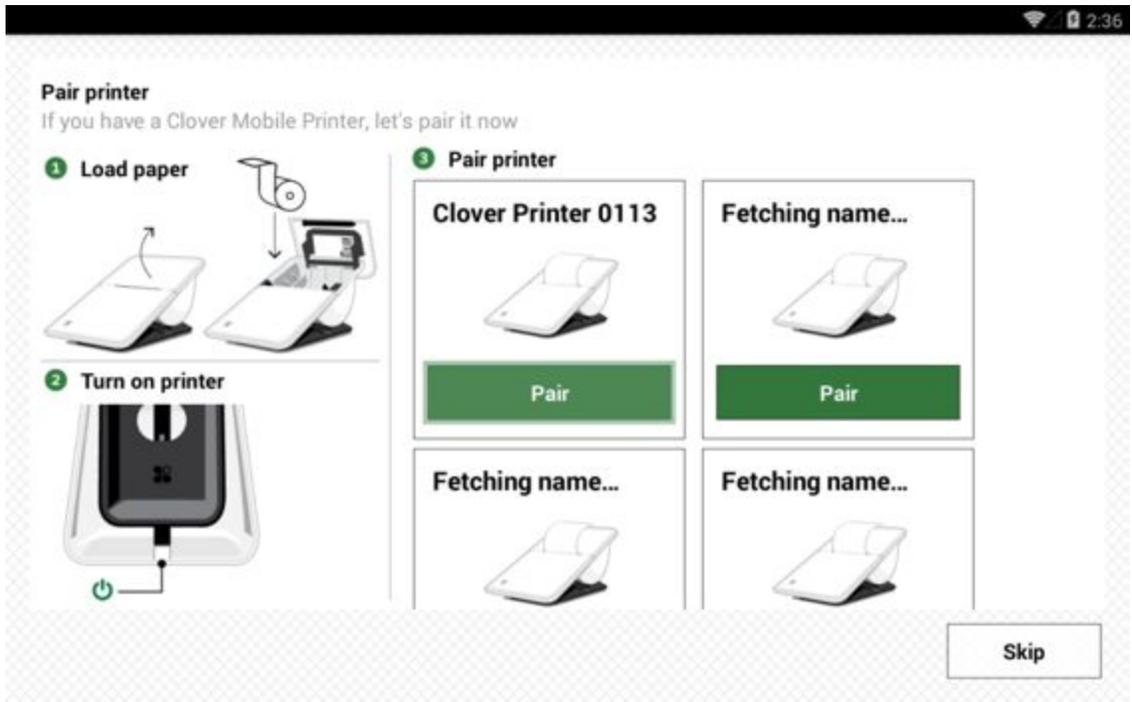
1. Tap **Next** to begin
2. Load paper in your Clover Mobile printer by opening the Clover Mobile Printer and inserting the included paper roll.

### NOTE

At this stage, you can also make a note of the last 4 digits of the Clover Mobile Printer's Serial Number.

3. Turn your Clover Mobile Printer on by pressing and holding the power button on its underside
4. After the Clover Mobile device detects nearby Clover Mobile Printers, tap **Pair** under Clover Mobile printer that you would like to pair with (the last 4 digits of

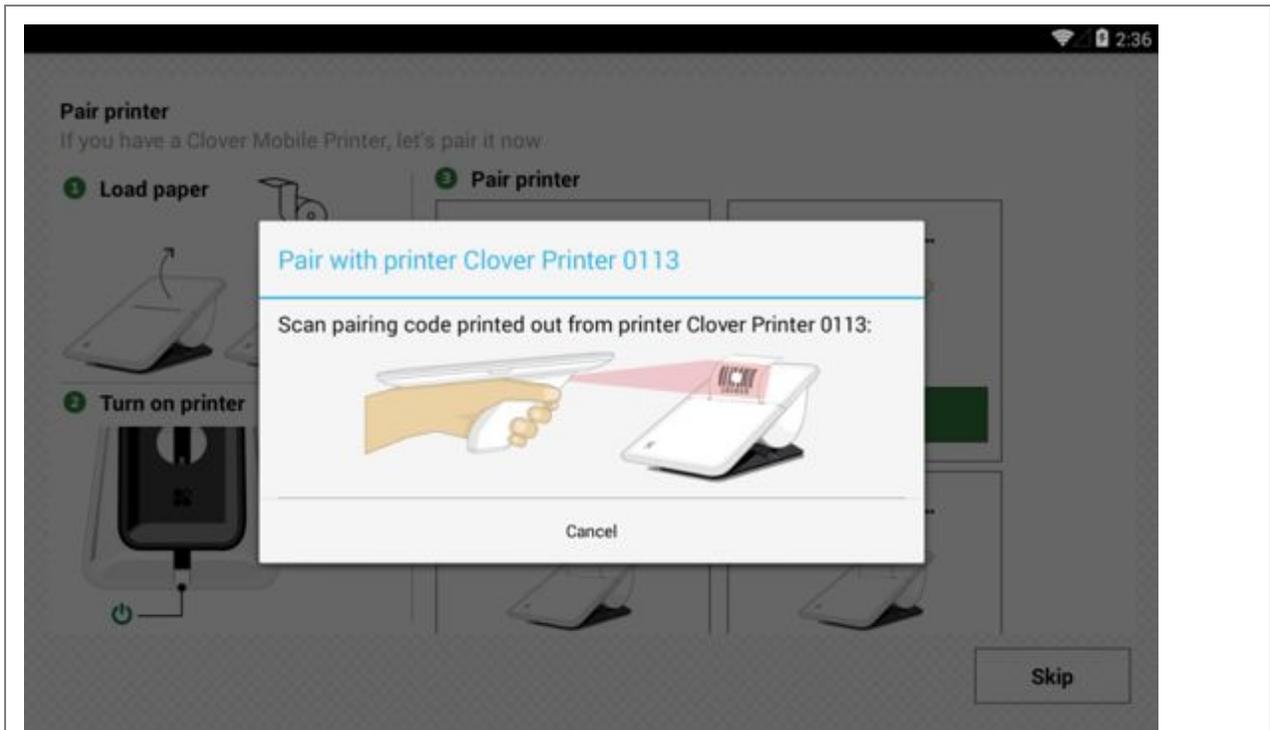
the Clover Mobile Printer's Serial Number should display on the screen). The Clover Mobile should print out a pairing code.



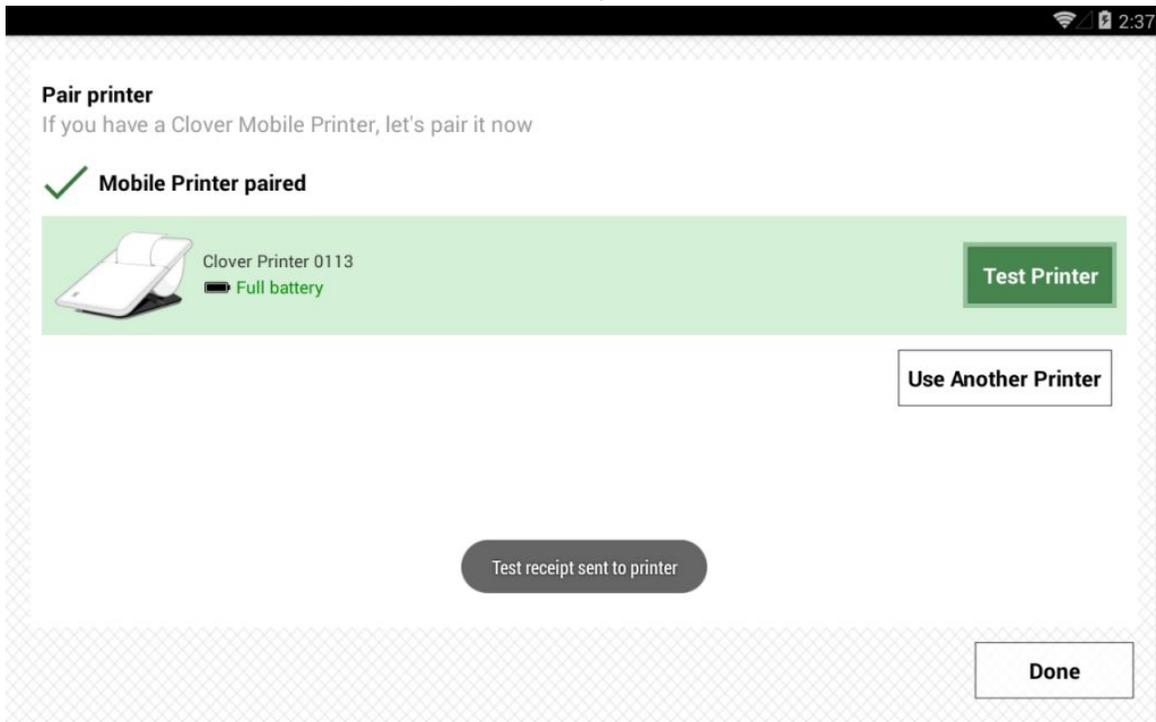
5. Use your Clover Mobile device to scan the pairing code that is printed out from the Mobile Printer to complete the pairing process. You should see that your Mobile Printer was paired successfully.

**NOTE**

To scan, press and hold down on Clover Mobile's trigger.



6. (Optional) You can Test the printer by tapping **Test Printer** to ensure that the Clover Mobile Printer can receive print requests from your Clover Mobile device



7. Tap **Done**

**NOTE**

If you would not like to pair your Clover Mobile with your Clover Mobile Printer at this time, tap **Skip** instead

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**Customize Your Device**

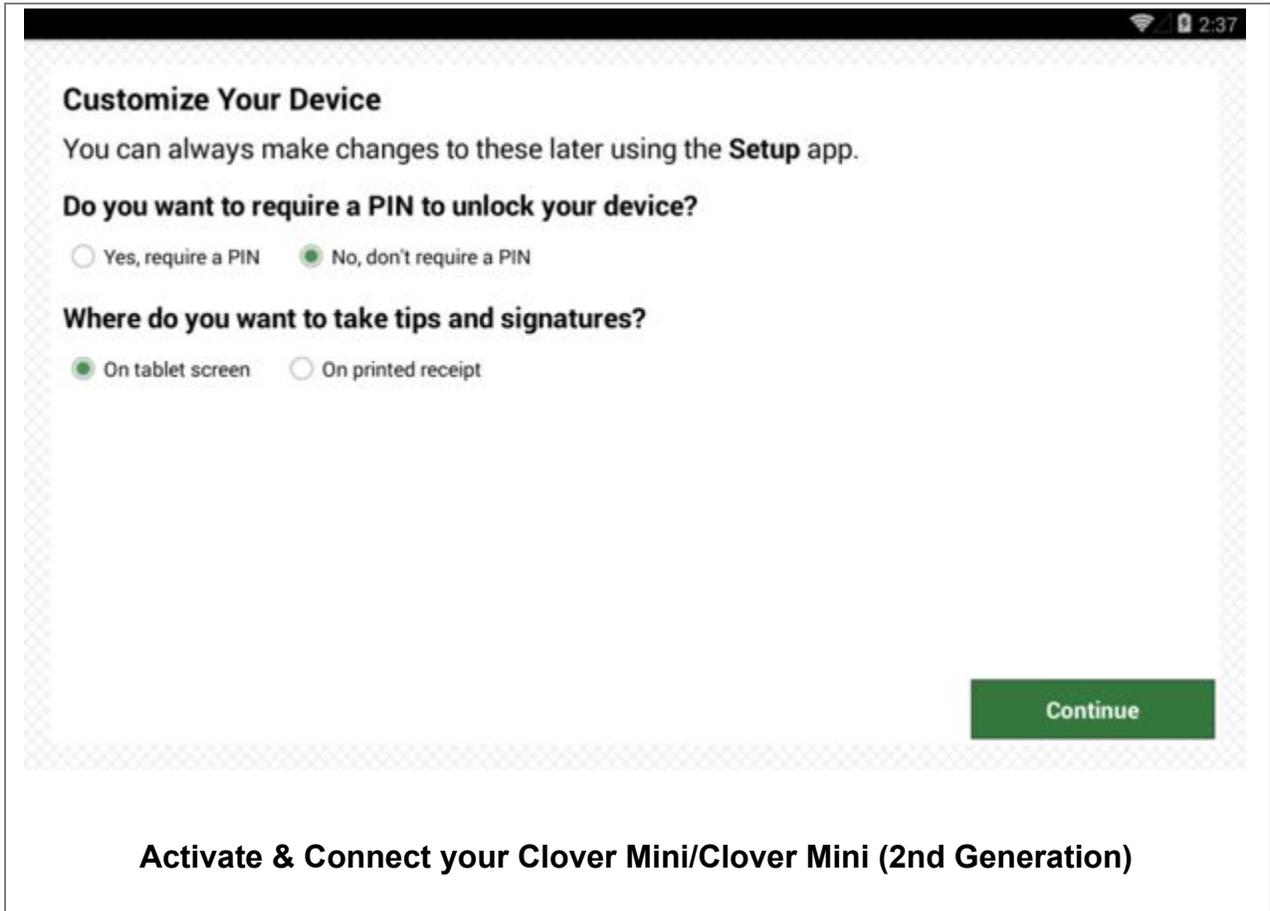
Customize your device

We will be customizing your device for the first time. Remember, you can always make

changes to these settings in the **Setup**  app.

Customize your device with the following questions:

1. Do you want to require a PIN to unlock your device?
  - **Yes, require a PIN** – We recommend for you to require a PIN to unlock your device for added security and reporting benefits. Every employee should have a PIN
  - **No, don't require a PIN** – For terminal parity, we created an option for you not to require a PIN upon entry. However, we recommend for you to require your employees to PIN into your Clover Mobile
2. Where do you want to take tips and signatures?
  - **On tablet screen** – If you are tip enabled, you can choose to have your customers sign on screen as necessary for transactions
  - **On printed receipt** – If you are tip enabled, you can choose to have your customers sign on a the printed receipt as necessary for transactions
3. Tap **Continue** to complete customization



The screenshot shows a mobile device setup screen with a status bar at the top displaying signal strength, Wi-Fi, and the time 2:37. The main content area has a light gray checkered border and contains the following text and options:

**Customize Your Device**  
You can always make changes to these later using the **Setup** app.

**Do you want to require a PIN to unlock your device?**

Yes, require a PIN     No, don't require a PIN

**Where do you want to take tips and signatures?**

On tablet screen     On printed receipt

A green **Continue** button is located in the bottom right corner of the setup area.

**Activate & Connect your Clover Mini/Clover Mini (2nd Generation)**

## Set Up the Hardware

### *Plug in the cables for your Clover Device*



#### Hub ports

1. Plug the black power brick's circular cord into the white Hub



Power brick

2. Plug the black power cord into the black power brick on one end and plug the other end of the cord into a power source



Power cord

3. (Optional) The white USB cord provided can be used to plug into the Hub on one end and connected to other accessories (such as the cash drawer, scanner, etc.)
4. (Optional) In order to switch the direction of how the Hub is plugged into the Clover Mini, turn Clover Mini over to access underside. Use provided screwdriver to loosen green screw and switch cable to desired direction. Tighten green screw until the screw's head is level with the charging cable

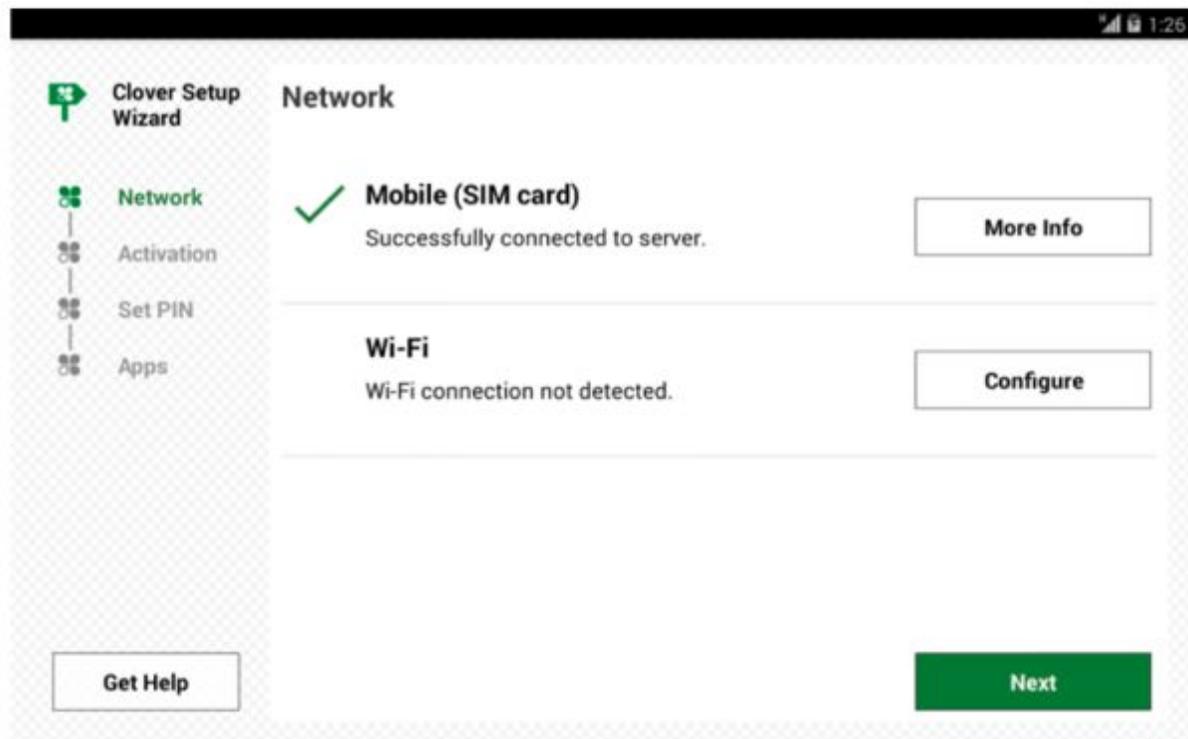
Clover Mini should now be powered on. You should see a Clover logo appear on your screen.

## Connect Clover Mini to a Network

### Activate Device via 3G

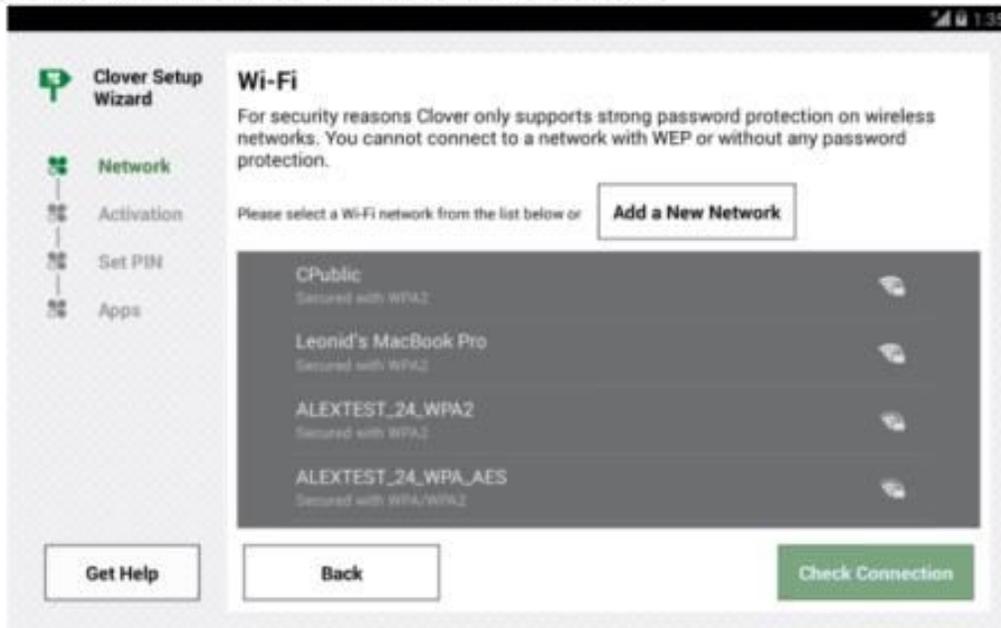
Once your Clover Mini has started, select your primary language that you would like Clover to be set up in.

1. You will then be taken to the Network connection screen. Please wait about a minute for the SIM card to wake up and for the SIM card to verify that it's connected to the 3G network
2. Tap **Next**.



### Activate Device via Wi-Fi

1. Once your Clover Mini has started, select your primary language that you would like Clover to be set up in.
2. You will then be taken to the Network connection screen. Tap **Wi-Fi**.
3. Select your wireless network from the list of available wireless networks.



4. Enter in your wireless network password.

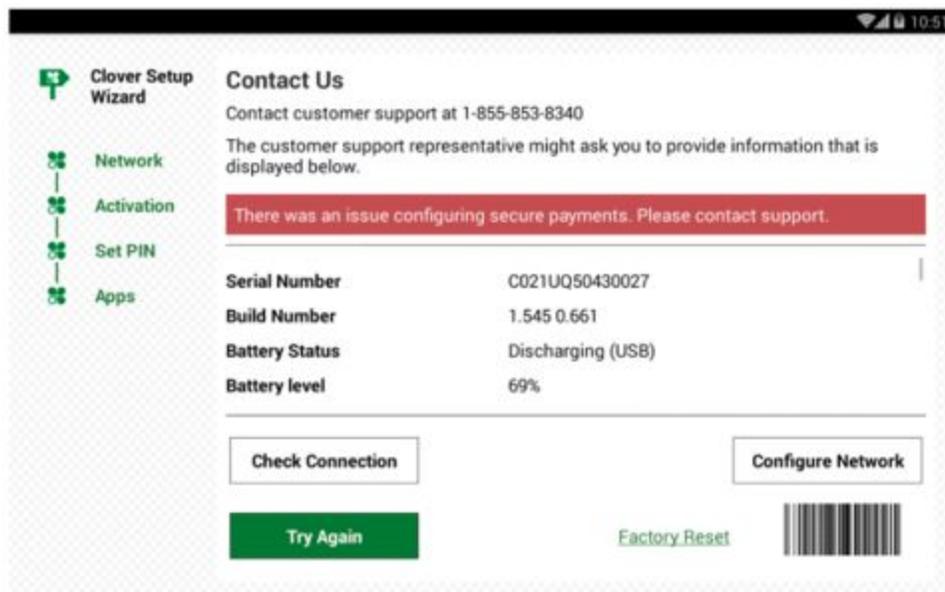


### Activate Device via Ethernet

1. If your ethernet cord was already plugged into the Mini hub (before it powered up), your Mini will automatically try and connect to the internet
  - If not, go ahead and plug your ethernet cord into the Mini Hub
2. You may need to tap **Check Connection** if the Clover Mini did not automatically try to connect
3. It may take up to two minutes for the Clover Mini to detect the connection, so wait two minutes and tap the **Check Connection** button again

#### NOTE

If you receive an **Error connecting to the network** error:



- Troubleshoot the connection
  - Ensure that the router you're using is connected to that internet (using a laptop, mobile device, etc.)
  - Ensure that the ethernet cable is plugged all the way into the Printer
- Tap the **Check Connection** button
  - You will see "Successfully Connected to Server" when connected
  - If this fails, wait two minutes and try again
- Tap the **Try Again** button to proceed

## Activate Your Clover Mini

### Locate & enter your activation code

1. Your activation code will be sent to you in an email from **support@clover.com**

Clover activation code

Inbox	
support@clover.com	Clover activation code
[Redacted]	[Redacted]

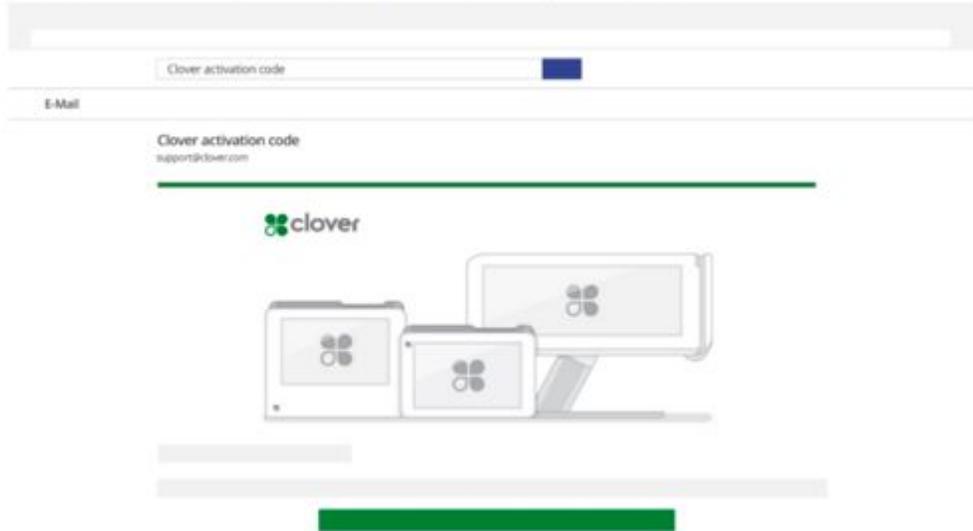
- If you have already set up your Web Dashboard account, you can log into the Web Dashboard and find the activation code listed at the top as well

2. Activation codes are unique and provided for each device

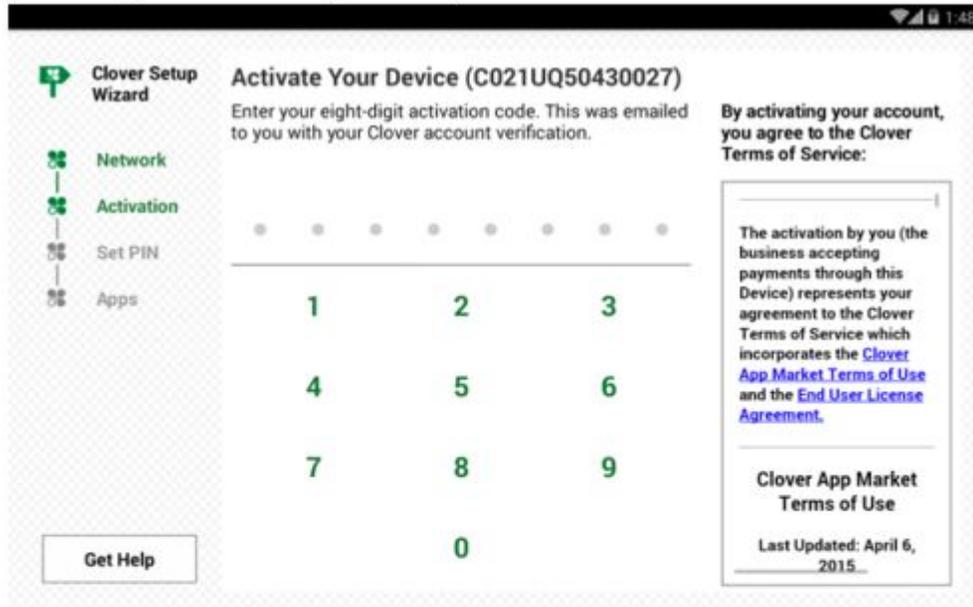
- if you ordered multiple devices, you will need to enter the correct activation code per device
- The serial number of your device can be found at the top of the activation screen or in the tag in the printer section of your Clover Mini

### Locate & enter your activation code

3. Locate the activation code for the serial number of the device you wish to activate



4. Enter the 8-digit activation code using the number pad on the touchscreen



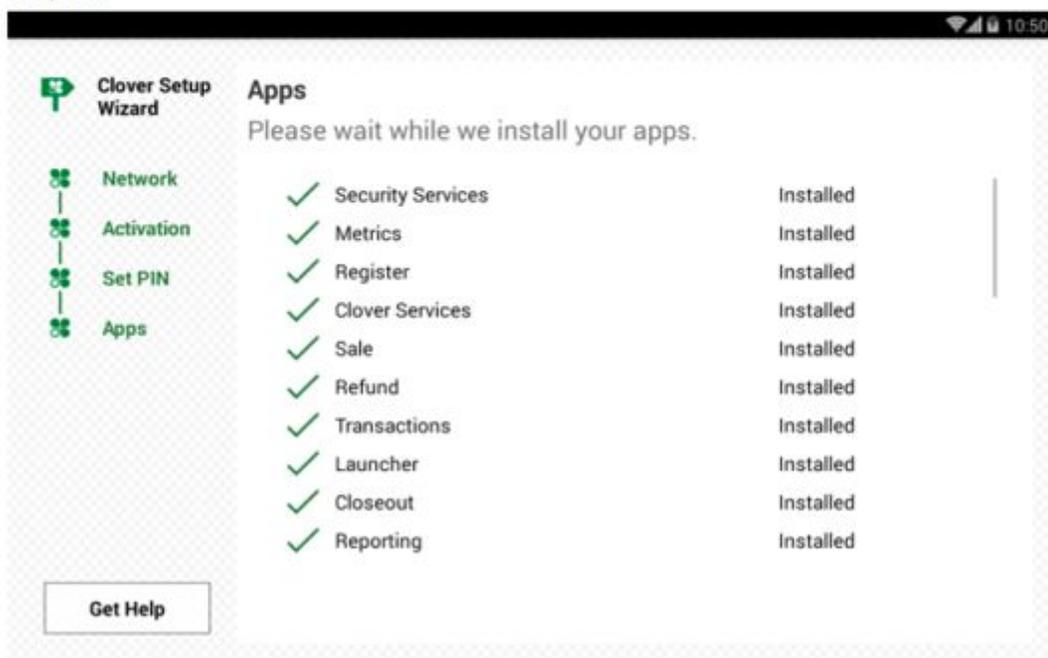
5. If you enter the correct code, you will proceed to the next screen

**NOTE**  
If you believe your code is incorrect or you receive an error, please contact Clover Support

## Install the Apps in the App Market

### *Install apps and access the App Market*

1. After entering your activation code, Clover Mobile may prompt you with a few questions about your business. Please answer them the most accurately, so Mini can be automatically set up with settings that are best for your business needs.
2. After answering these questions, your apps should begin installing. Please wait until the install process is complete.



## Customize Your Device

### Customize your device

We will be customizing your device for the first time. Remember, you can always make changes to these settings in the **Setup** app.

Customize your device with the following questions:

1. Do you want to require a Passcode to unlock your device?

- **Yes, require a Passcode** – We recommend that every employee have a Passcode to unlock your device. It provides added security and more detailed reports.
- **No, don't require a Passcode** – For terminal parity, we created an option for you not to require a Passcode upon entry. However, we recommend for you to require your employees to enter their Passcode into your Clover Mini.

2. Where do you want to take tips and signatures?

- **On tablet screen**
- **On printed receipt**

3. Tap **Continue** to complete customization.

## Activate & Connect your Clover Flex

## Activate & Connect your Clover Device

View instructions for Clover Flex v

### Set up Your Hardware

*Plug in the cables for your Clover Device*



Clover Flex  
(in the device box)



Charging cradle

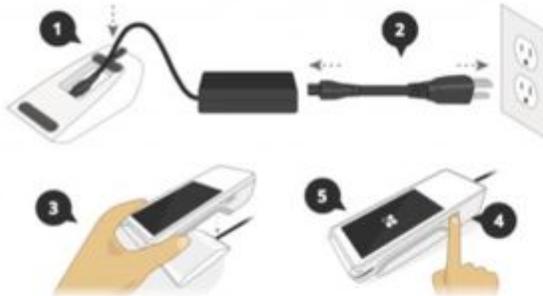


Power cord  
(2 for EU)



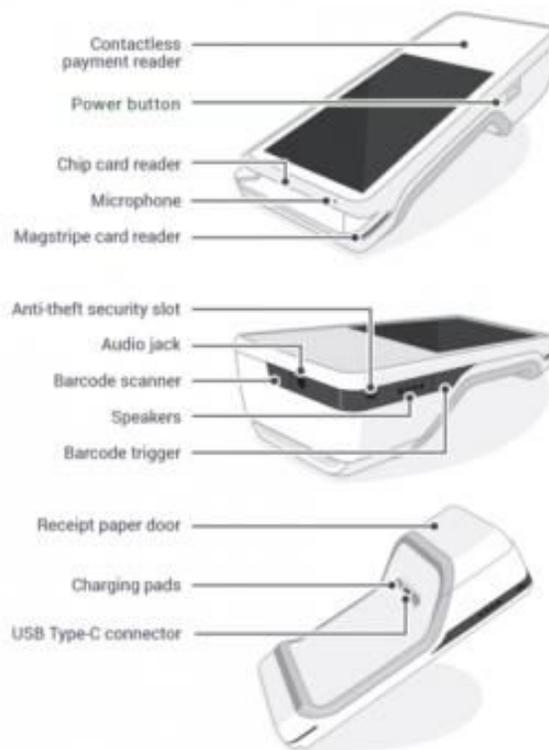
Power brick

1. Plug the power brick into the charging cradle
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. A battery icon will appear on the screen.
4. Press and hold the power button until the Clover logo appears on the screen.
5. Clover Flex should now be powered on.

### Clover Flex Features

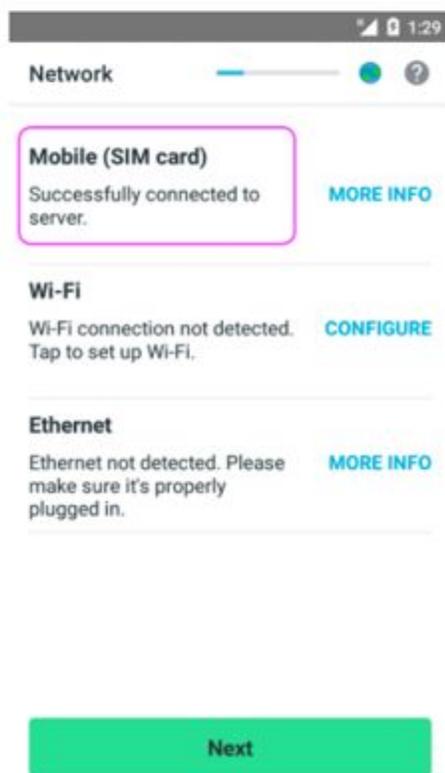


## Connect Clover Flex to a Network

### Activate Device via 3G

Once your Clover Flex has started, select your primary language that you would like Clover to be set up in.

1. Clover Flex will automatically connect via the 3G network. Please wait about a minute for the SIM card to verify that it's connected to the 3G network.
2. Tap **Next** when green check mark appears.



#### NOTE

If red X appears when connecting to 3G, tap **More Info** and then **Try Again**.

### Activate Device via Wi-Fi

1. On the Network Connection Screen, tap **Wi-Fi**.

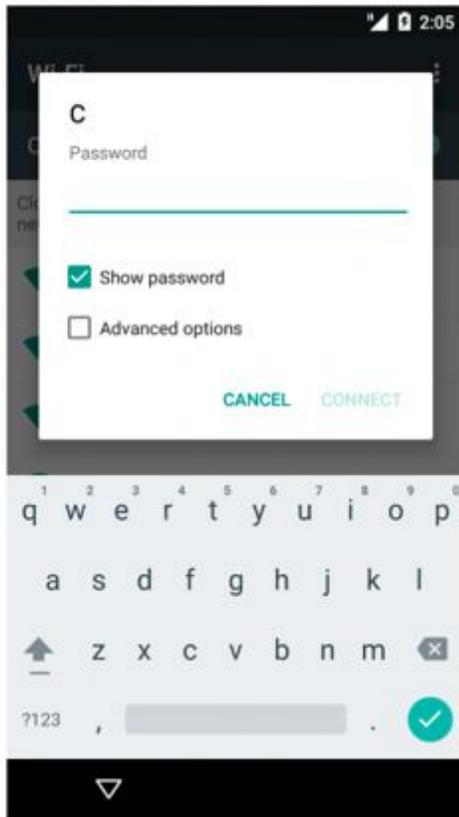


2. Tap **On** to set Wi-Fi on (green).





3. Select your wireless network from the list of available wireless networks.



4. Enter in your wireless network **Password**.

5. Tap **Connect**

**NOTE**

If you do not see your Wi-Fi network name, you may have a WEP or open access network. Please connect your Clover Flex to a WPA or WPA2 network for PCI compliance reasons.

**NOTE**

If you enter the incorrect password, you will be prompted to **Try Again** until you enter the correct password.

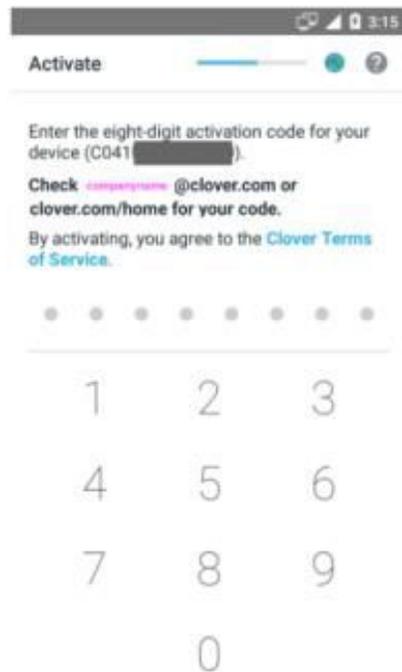
**IMPORTANT**

High-traffic activity on the same Internet Connection as your Clover Flex, such as streaming music or videos, can disrupt or delay your processing. You should either avoid this activity or ensure that you have sufficient bandwidth to support simultaneous activities.

## Activate your Clover Flex

### Locate & enter your activation code

1. Look for emails from Clover Support (app@clover.com) that contain your activation code(s).
  - For your convenience, we will resend an activation code email to you when your device first connects to the internet. Look for the subject line "Clover Activation Code".
  - If you have already set up your Web Dashboard account on <http://www.clover.com/home>, you can log in to the Web Dashboard and find the activation code listed at the top.
2. Activation codes are unique and provided for each device.
  - If you ordered multiple devices, you will need to enter the correct activation code per device, based on the device's serial number.
  - The serial number of your device can be found at the top of the activation screen.
3. Locate the activation code for the serial number of the device you wish to activate.
4. Enter the 8-digit activation code using the number pad on the touchscreen.



Activate — ?

Enter the eight-digit activation code for your device (C041 [REDACTED]).

Check [companyname@clover.com](mailto:companyname@clover.com) or [clover.com/home](http://clover.com/home) for your code.

By activating, you agree to the [Clover Terms of Service](#).

● ● ● ● ● ● ● ●

1 2 3

4 5 6

7 8 9

0

#### NOTE

If you believe your code is incorrect or you receive an error, please contact Clover Support.

**NOTE**

If you can't find the email, try searching in an All Mail folder or check your spam folder.

**NOTE**

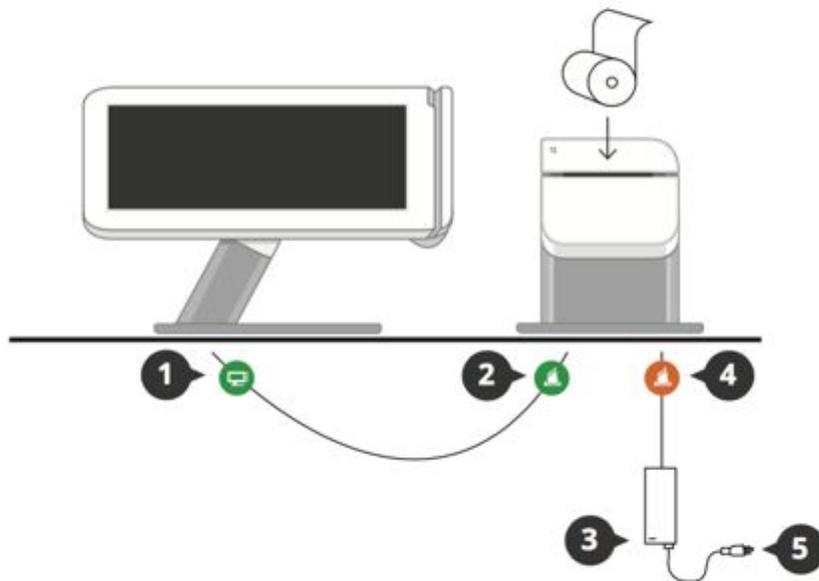
Your device may reboot several times during the installation process. This is normal as Clover updates its Operating System, and you will be able to continue setting up your merchant account after it reboots.

## Activate & Connect your Clover Station

### Set up the Hardware

#### Plug in the cables for your Clover Device

1. Plug the L-shaped end of the Display Cable into the Display 2. Plug the other end of the Display Cable into the Printer
3. Plug the power cable into the power brick
4. Plug the Power Cable into the Printer
5. Plug the Power Cable into a power source



**NOTE**

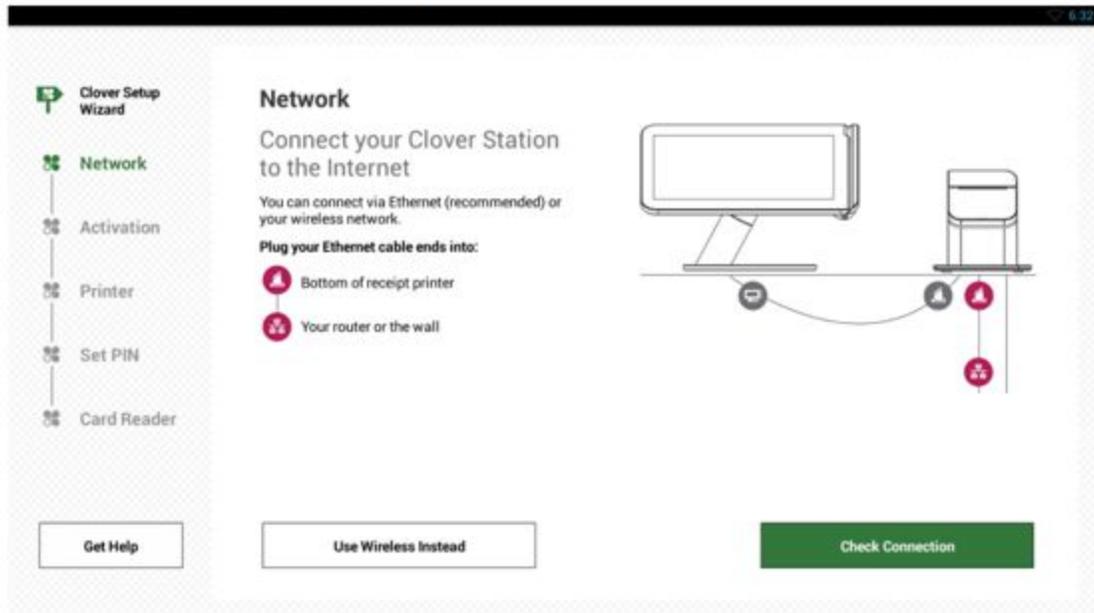
(Optional) Plug the RJ-11 Cable that came with your Cash Drawer into the Printer

If you plan on connecting to your network with ethernet, we recommend to setup WiFi to use as a fallback, and then follow the ethernet setup instructions.

## Connect Clover Station to a Network

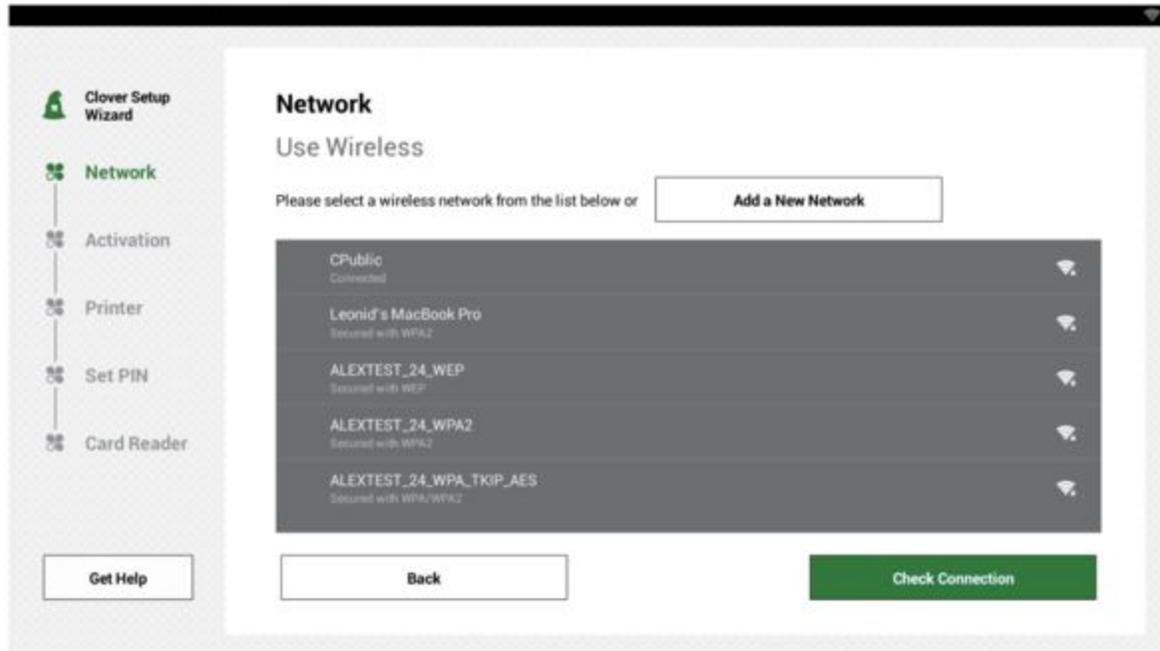
### Activate Device via Wi-Fi

1. After plugging your Clover Station into a power source, wait for the device to boot
  - This typically takes 10-20 seconds, during which you will see a colorful Clover logo
2. When done booting, you will see the **Network** screen



3. To connect via Wi-Fi tap the **Use Wireless Instead** button

4. Select one of the detected networks



**NOTE**

You can tap the **Add a New Network** button if your network doesn't appear

5. Enter the password for the network (if prompted) and tap **Done**



6. Tap **Check Connection** to confirm your Wi-Fi connection

7. If successful, you will be taken through the activation process

- If not, you'll be asked to select a different network or re-enter the Wi-Fi password

6. Tap **Check Connection** to confirm your Wi-Fi connection

7. If successful, you will be taken through the activation process

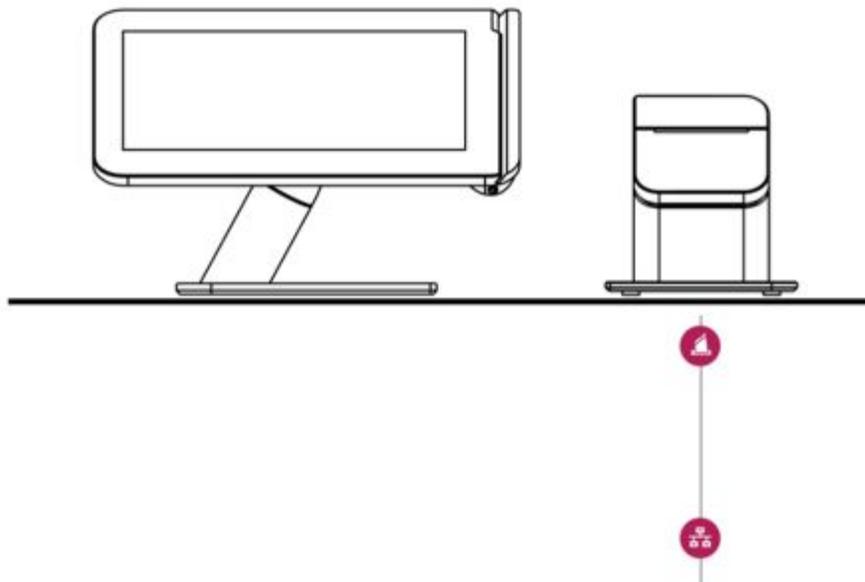
- If not, you'll be asked to select a different network or re-enter the Wi-Fi password

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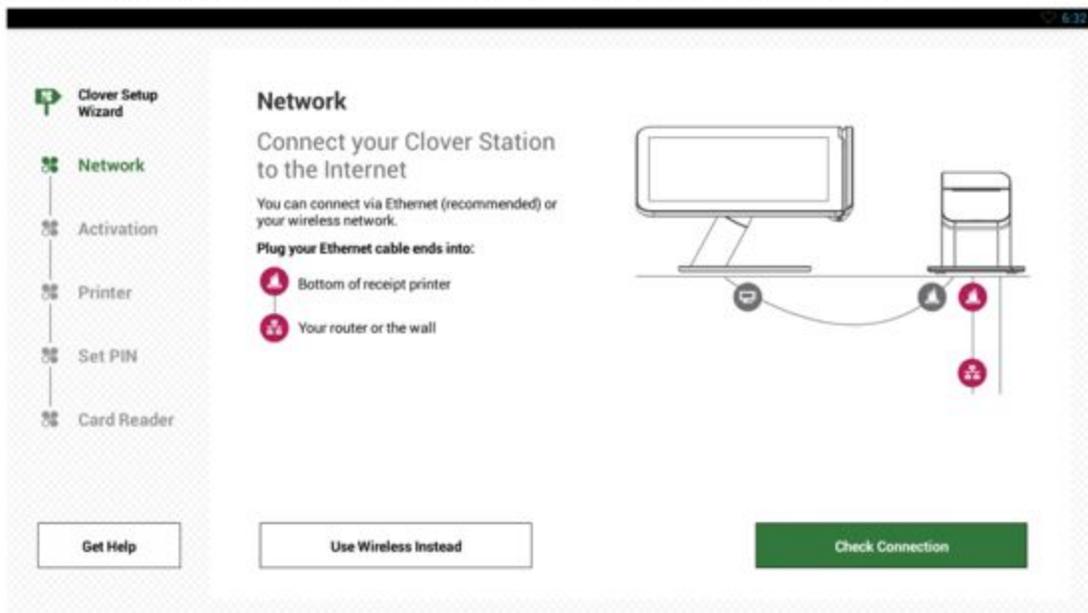
### *Activate Device via Ethernet*

1. If your ethernet cord was already plugged into the Clover Station Printer (before it powered up), your Clover Station will automatically try and connect to the internet

- If not, go ahead and plug your ethernet cord into the Clover Station Printer



2. You may need to tap **Check Connection** if the Clover Station did not automatically try to connect



3. It may take up to two minutes for the Clover Station to detect the connection, so wait two minutes and tap the **Check Connection** button again

#### NOTE

If you receive an **Error connecting to the network** msg:

- Troubleshoot the connection
  - Ensure that the router you're using is connected to that internet (using a laptop, mobile device, etc.)
  - Ensure that the ethernet cable is plugged all the way into the Printer
- Tap the **Check Connection** button
  - You will see "Successfully Connected to Server" when connected
  - If this fails, wait two minutes and try again
- Tap the **Try Again** button to proceed

## Update Clover Software during device setup

### Activate your Station

#### Locate & enter your activation code

1. Your activation code will be sent to you in an email from **support@clover.com**

Clover activation code

Inbox

support@clover.com

Clover activation code

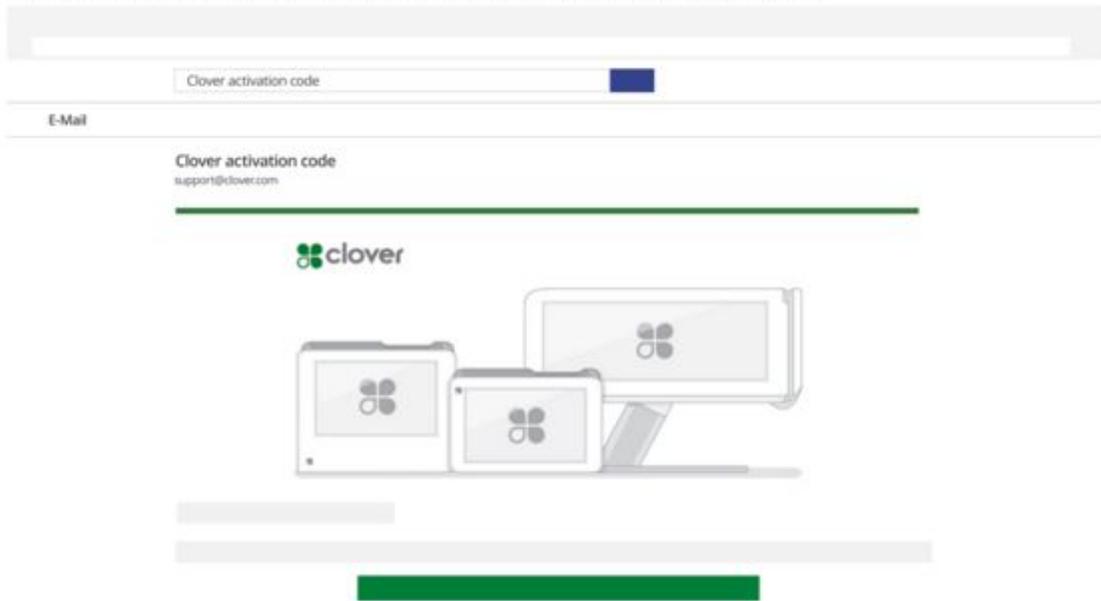
support@clover.com	Clover activation code
[Redacted]	[Redacted]

- If you have already set up your Web Dashboard account, you can log into the Web Dashboard and find the activation code listed at the top as well

2. Activation codes are unique and provided for each device

- if you ordered multiple devices, you will need to enter the correct activation code per device
- The serial number of your device can be found at the top of the activation screen or on the underside of the Clover Station

3. Locate the activation code for the serial number of the device you wish to activate



Clover activation code

E-Mail

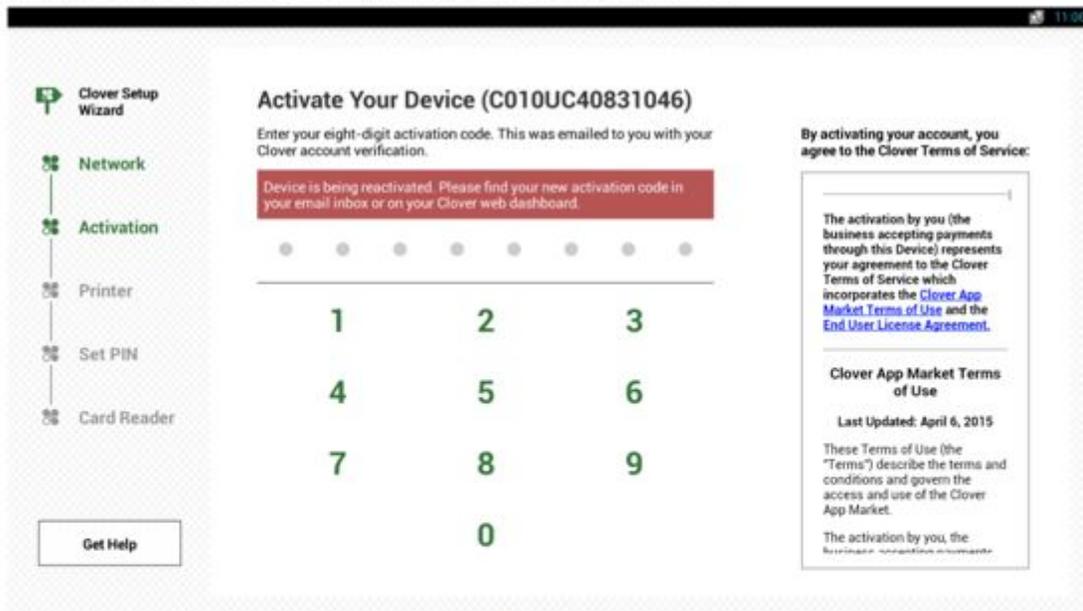
Clover activation code  
support@clover.com







4. Enter the 8-digit activation code using the number pad on the touchscreen



5. If you enter the correct code, you will proceed to the next screen

**NOTE**  
If you believe your code is incorrect or you receive an error, please contact Clover Support

### *Enter and confirm your admin Passcode*

If you are activating your first Clover device, you will be asked to set up an admin Passcode. This Passcode gives access to your Clover devices as the owner or admin. If you already have an admin account, the setup process will skip this step and your apps will begin installing.

Change your Passcode in the **Employees** app.

To enter your Passcode in the set up process:

1. Enter a 4 or 6-digit Passcode
2. Re-enter the Passcode to confirm.

To change your admin or owner Passcode:

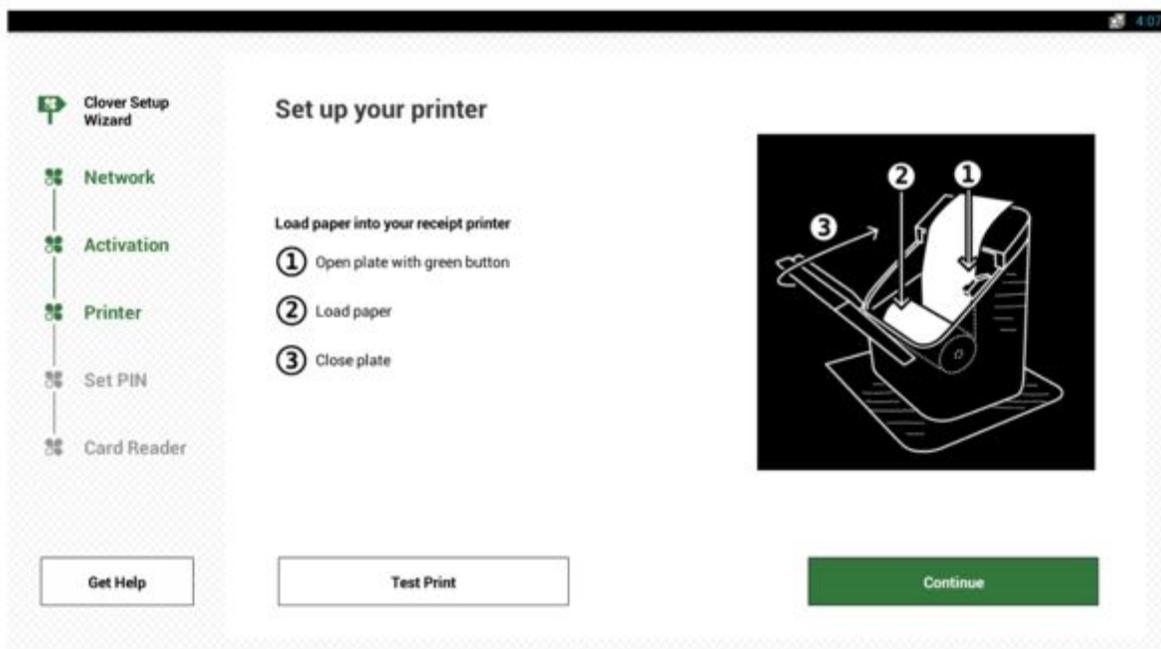
1. Open the **Employees** app .
2. Select your name from the Employee list.
3. Select the **edit** (pen) icon at the top of the screen.
4. Tap on **Passcode** and enter a new Passcode.
5. Tap Save.

## Set up your Station Printer

### *Insert paper roll into printer*

**To insert receipt paper into the Station Printer, pull open the front panel of the Clover Station Printer**

1. Push the green button to open the printer plate and pull the plate back until it sticks to the front panel
2. Insert the paper roll so that the paper is sticking out of the bottom backside of the roll
3. Pull the paper back and close the front panel, pushing until you hear a click



## Set up your Admin Account

### *Enter and confirm your admin Passcode*

If you are activating your first Clover device, you will be asked to set up an admin Passcode. This Passcode gives access to your Clover devices as the owner or admin. If you already have an admin account, the setup process will skip this step and your apps will begin installing.

Change your Passcode in the **Employees** app.

To enter your Passcode in the set up process:

1. Enter a 4 or 6-digit Passcode
2. Re-enter the Passcode to confirm.

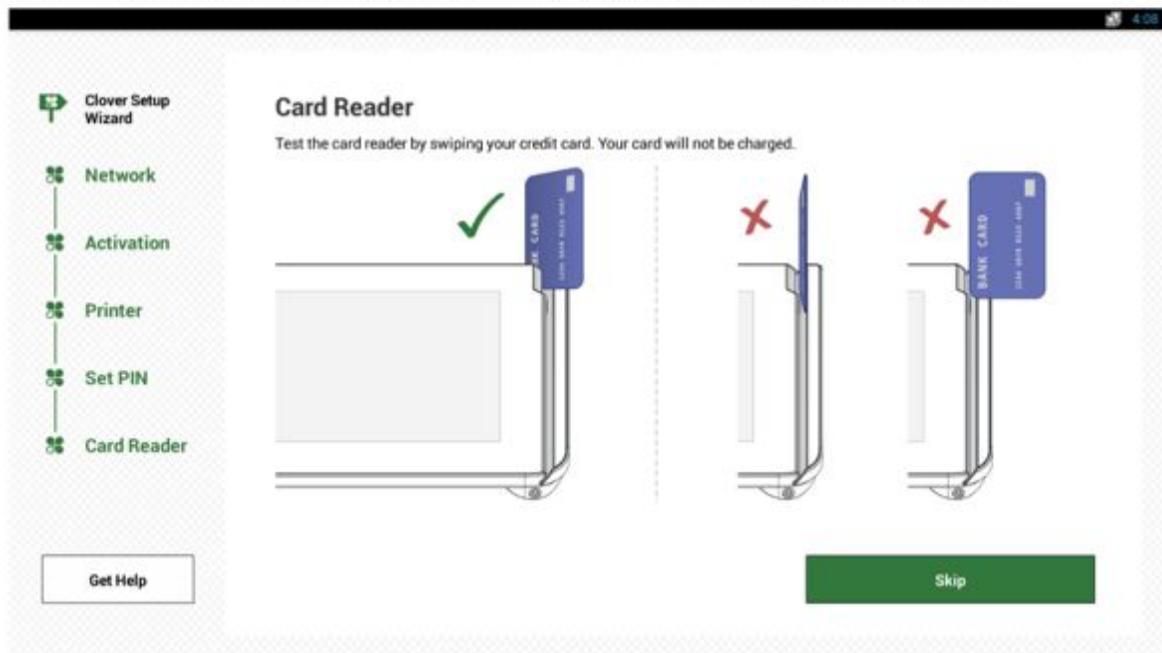
To change your admin or owner Passcode:

1. Open the **Employees** app .
2. Select your name from the Employee list.
3. Select the **edit** (pen) icon at the top of the screen.
4. Tap on **Passcode** and enter a new Passcode.
5. Tap Save.

## Test your Card Reader

### Test your card reader

1. When prompted, take a personal credit card and swipe it through the Clover Station card reader



#### NOTE

Your card will not be charged

2. If successful, you will proceed to the app install screen
3. Alternatively, you can tap the **Skip** button to skip this step

**NOTE**

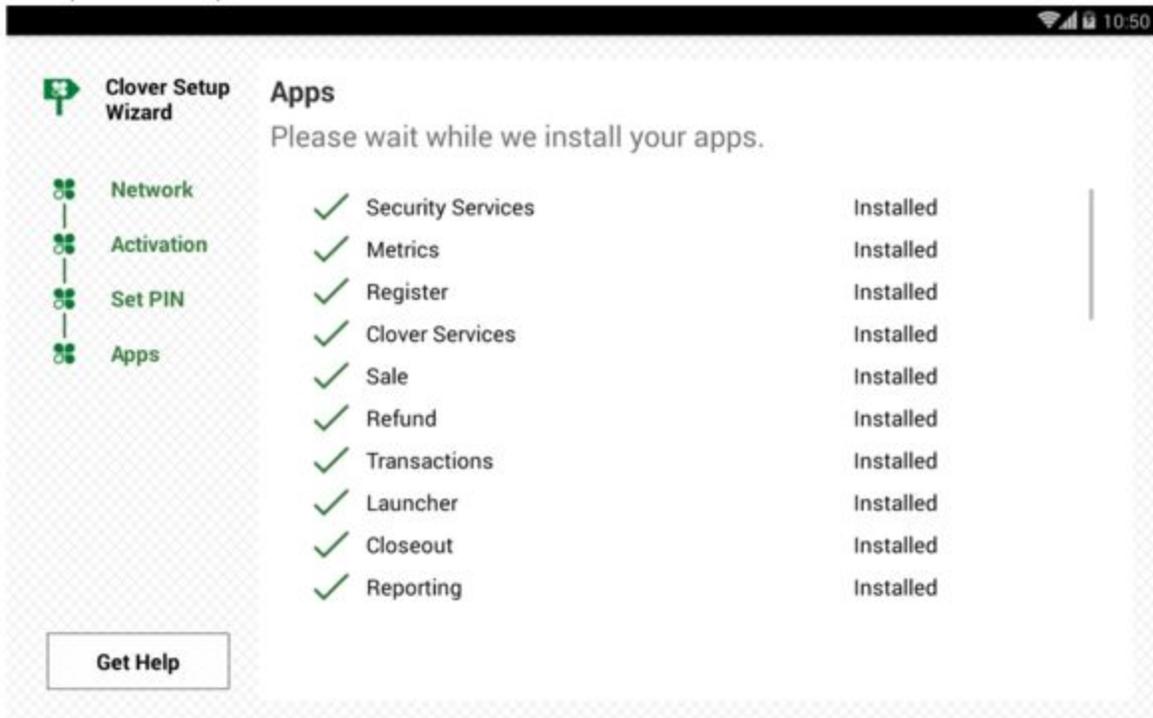
Make sure that you swipe cards at the highest point of the card swiper. The card reader sits under the notched part of the card swiper, and cards must slide smoothly over the reader to be read properly.

**IMPORTANT**

If your card reader is not working, please try again from **Register**  app or **Transactions** app  after activating your Clover Station. If you are unable to take card transactions, please contact customer support.

**Install & Access the App Market**

After entering your activation code, you may be prompted to answer a few questions about your business. Your device will set up your device based on these answers. Your apps will then start installing. Please wait until the install process is complete.

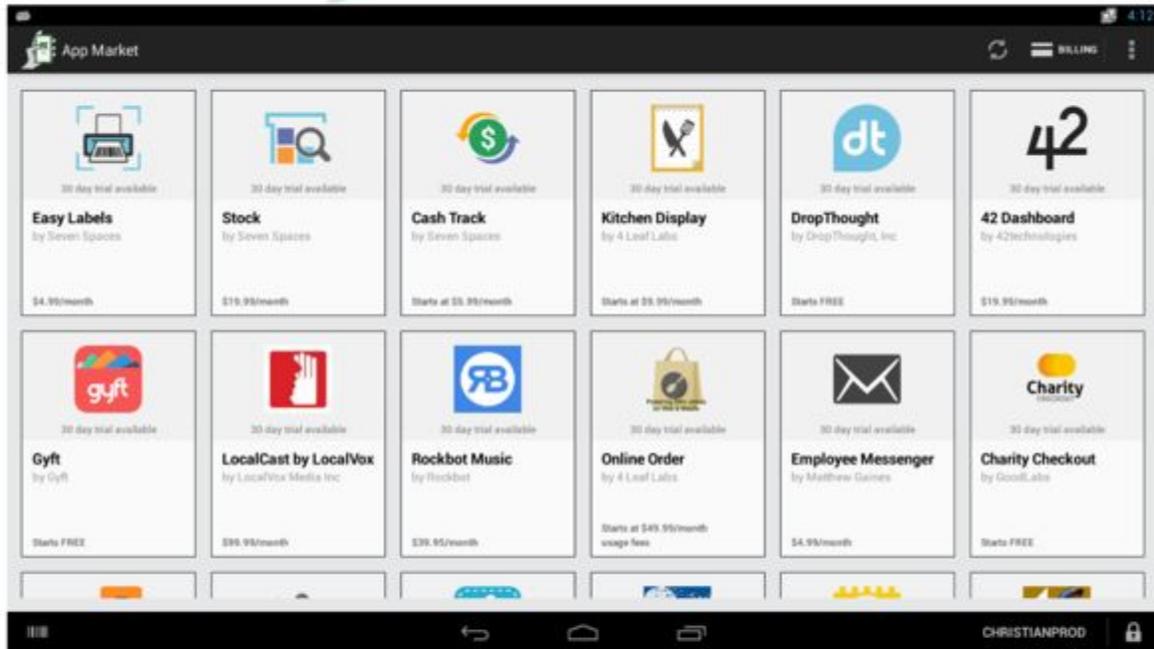


The screenshot shows the 'Clover Setup Wizard' interface. On the left, a vertical progress bar indicates the current step is 'Apps'. The main area is titled 'Apps' and displays a list of installed applications, each with a green checkmark and the word 'Installed' to its right. At the bottom left, there is a 'Get Help' button. The status bar at the top right shows the time as 10:50.

App Name	Status
Security Services	Installed
Metrics	Installed
Register	Installed
Clover Services	Installed
Sale	Installed
Refund	Installed
Transactions	Installed
Launcher	Installed
Closeout	Installed
Reporting	Installed

## Browse App Market (After Activation)

1. Scroll through the App Market  by swiping up and down on the touchscreen



2. To view additional app details, tap on the app you wish to view

### NOTE

You can come back to the App Market later by opening the **App Market**  from the home screen

**Note:** Only PCI-approved POI devices listed in the PIM are allowed for use in the P2PE solution for account data capture.

### 3.1.a Guidance for Checking Mode for P2PE Validation

1. For all devices, from the main screen, tap Settings:



2. Tap, “About (device)” (Clover Station shown):



3. View version numbers:

**Build number**

0 01.06.0015 01.01.0212 (01.03336) SRED Enabled

**Printer build number**

0 01.06.0015 SRED Enabled

4. After the firmware version number, it will display “**SRED Enabled**” in order to be P2PE validated.

### 3.2 Guidance for selecting appropriate locations for deployed devices

#### Device Management

##### NOTE

The Devices section in the Setup app can only be viewed by the account owner. You must be logged into the Web Dashboard with the email assigned to the owner of this account.

*Add or change your device name*

You can use the **Setup** app  to give your Clover device a name, or edit an existing name. This is helpful if you have multiple Clover devices and use them for different purposes.

The names will show up in the **Reporting** app , making it easier to track down orders and payments by device.

For example, a fast food restaurant might name their devices “Counter” and “Drive-Thru.”

##### NOTE

You can only access **Setup** app  > **Devices** on Web Dashboard if you are the account owner. You must log into Web Dashboard using the email assigned to the account owner.

#### To change your device name:

1. Open **Setup** app 
2. Tap **Devices**
3. Tap the device you want to edit
4. Enter your desired name in the **Name** field

5. Tap **Save** to finalize your changes

---

*Set an order title prefix to easily distinguish orders from different devices*

**AVAILABLE ONLY ON REGISTER PLAN**

This feature is only available on Register Plan. Learn about our [Service Plans](#).

Use the **Setup** app  to assign custom order title prefixes to your Clover devices. The custom prefix assigned to your devices help to distinguish which order came from which device.

For example, a fast food restaurant with two Clover devices for order-taking might use the prefix “L” for the device on the left side of the counter, and R for the right side; the order numbers will be R25 and L25. Or, a restaurant with a Clover device at their Bar and a second in their Patio might use prefixes “B” for Bar and “P” for Patio.

**NOTE**

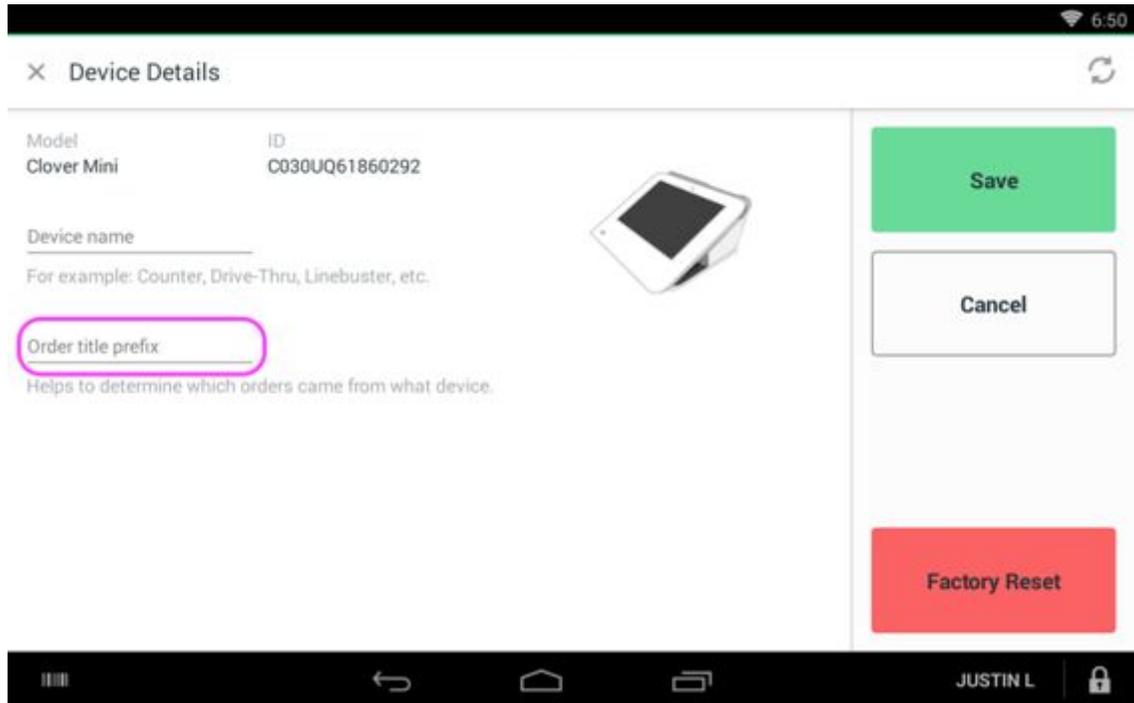
You can only access **Setup** app  > **Devices** on Web Dashboard if you are the account owner. You must log into Web Dashboard using the email assigned to the account owner.

You must have [order numbers set to automatic](#) for custom prefixes to work.

**To set an order title prefix:**

1. Open **Setup** app 
2. Tap **Devices**
3. Select the device you want to edit

4. Enter a prefix in the **Order title prefix** field



5. Tap **Save**

### 3.3 Guidance for physically securing deployed devices to prevent unauthorized removal or substitution

Merchants can view all their deployed Clover devices to ensure they have kept track of their inventory through the Clover Web Dashboard. Once they log in, they can see all deployed devices. Clover devices such as the Mobile and Flex are handheld devices, however, they can be physically secured to a table or desk with the use of the optional Clover Dock.

## Mount Clover Dock on a Table

View instructions for Clover Mobile

### Determine your Table Setup

#### *Plug in the cables to Dock*

1. Plug the power into the orange color-coded port on your Clover Mobile Dock.
2. Ensure that the power cord reaches from your preferred dock-mounting location to the nearby power outlet.  
If not, you may need to use a surge protector or some other power-extension cable.

## Mount Clover Mobile Dock to your Table

### *Screw Base Plate onto surface*

1. Ensure that the surface you are screwing your base plate to is made from wood or laminate over drywall, concrete, or brick
2. Hold the base plate in position in your desired location
3. Lightly mark the center of each hole and remove the base plate from desired location
4. Depending on type of surface, the following is recommend:
  - Wood or laminate over wood: drill a pilot hole using a 7/64" or 2.5mm diameter drill
  - Hollow wall (drywall): use provided wall anchors. Drill a 1/4" hole and tap provided anchors in place lightly with a hammer until flush with surface
  - Concrete or brick: use provided wall anchors. Drill a 1/4" hole and tap provided anchors in place lightly with a hammer until flush with surface
5. Replace the base plate over mounting holes and drive screws with a #2 Phillips Driver. Do not over-tighten

### *Attach Clover Dock Base to Base Plate*

1. Place the base on top of the base plate, and slide down until you hear a click.

#### **NOTE**

Clover Dock Base and the base plate should always be attached.

### *Secure Clover Mobile Dock with Security Screw (optional)*

1. For **highest security**, insert provided screwdriver into security screw access on the left-side.
2. Turn screwdriver **clockwise** until screw stops. This locks the base to the base plate, ensuring Clover Mobile's security.

In the event a Clover device is lost or stolen, they can remotely activate a factory reset.

For lost or stolen devices:

### **How do I report a stolen device?**

You can report a device as stolen by calling Clover Customer Support. You can find the Clover Customer Support number by logging into your merchant dashboard. It is displayed at the top right corner of the screen. You can also send an email to [support@clover.com](mailto:support@clover.com). (For more information, see: [How do I contact Clover Customer Support?](#))

### **How can I order a replacement device?**

When you report a device stolen by calling Clover Customer Support, the Customer Support agent will help order a replacement device.

### **How soon will I get a new device?**

This may vary based on specific contract plans/resellers, but replacement devices are usually received within 24-48 hours after Customer Support initiates a replacement.

### **Can someone else use my stolen device?**

Once your device is marked as stolen in Clover's system, no one else will be able to use your device. However, if your device is not Password protected, or someone is able to log into your device before you report your device stolen or before the device becomes marked as stolen, they could use your device.

### **NOTE**

It is recommended that a unique Passcode be set for each employee, manager and owner to access your device(s). This also enables tracking of employee activity if needed. (see how to Create / Edit Employee Information)

### **Can I disable my stolen device on my own?**

Unfortunately, there is no way for you to disable your stolen device on your own. When you call Customer Support, Clover will disable your stolen device.

### **Is my information safe?**

Unique employee, owner, and manager Passcodes will help keep your information from being accessed without your permission. Once a device is marked as stolen, all information associated with the merchant account (i.e., orders, payments, reporting, settings, etc.) will be wiped from the device. Account information remains intact.

### **What if an employee Passcode was not required? What information will be open to the thief?**

Any information or actions that the employees or the employee role has permission to view and do would be available to the thief until the device is reported stolen.

### Factory reset a Clover device

There are two different ways to factory reset your Clover device:

- Use the **Setup** app 
- Use **Settings** app 

### IMPORTANT

Do NOT factory reset a Clover device unless you are instructed to do so by Clover Customer Support. When you factory reset a Clover device, you won't be able to use it until you get a new activation code from Clover. Your original activation code will not work.

If you factory reset your Clover device, any transactions stored on it while offline will be deleted and the associated payments will not be processed.

**To factory reset a Clover device using the Setup app:**

### NOTE

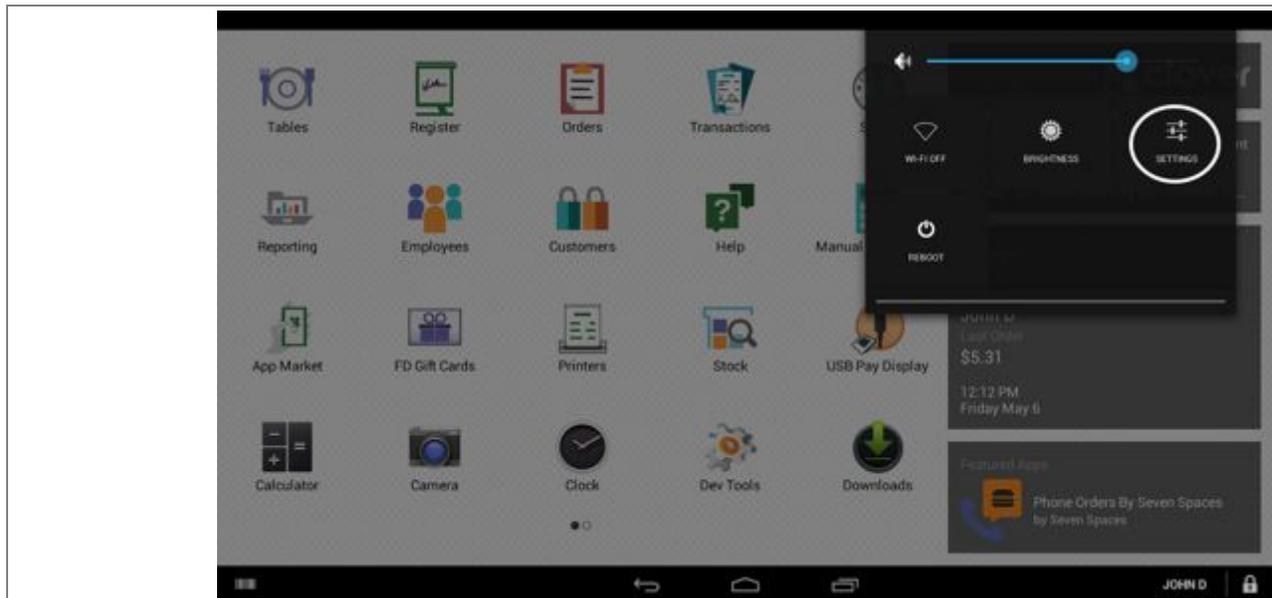
You can only access **Setup** app  > **Devices** on Web Dashboard if you are the account owner. You must log into Web Dashboard using the email assigned to the account owner.

1. Open **Setup** app 
2. Tap **Devices**
3. Select the device you want to factory reset
4. Tap **Factory Reset**

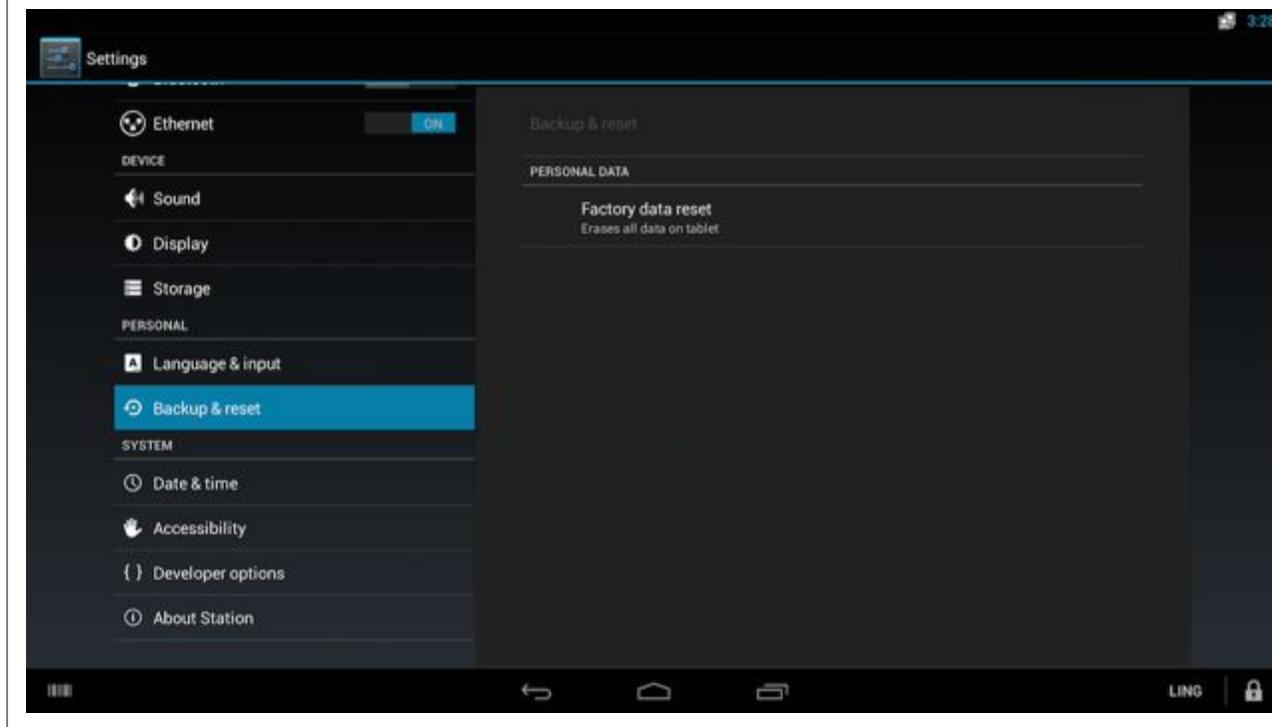
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**To factory reset a Clover device using Settings:**

1. Open **Settings** 
  - Alternatively, you can swipe downwards from the top right part of your Clover device screen to select **Settings**



2. Tap **Backup & reset**
3. Tap **Factory data reset**
4. Tap **Reset tablet** to confirm factory reset



## POI Device Transit

### 4.1 Instructions for securing POI devices intended for, and during, transit

#### Integrity Protections of Devices in Transit

- In addition to anti-tamper seal tape, there are additional protections while in transit.
- To ensure devices are not tampered en route from the manufacturer to the distribution facility (e.g. TASQ or Quanta), we can perform the following operation as a "tamper-evident seal".
- Before the device leaves the assembly line, it is to be put in "Manufacturing Transit Mode". The device is issued a X509 certificate and the private key is stored in SP secure memory. If the device is tampered, the private key is erased.
- At the secure room (e.g. TASQ or Quanta) in the provisioning step, we verify the manufacturing certificate and issues certificates to both the Application Processor and Secure Processor.

### 4.2 Instructions for ensuring POI devices originate from, and are only shipped to, trusted sites/locations

Clover is sold by our trusted partners including [Clover Connect](#), [Ignite Payments](#), [Restaurant Depot](#), and [Sam's Club](#). You'll also find Clover at leading US Banks, such as [Bank of America](#), [BBVA](#), [Citi](#), [PNC](#), [Sun Trust](#) and [Wells Fargo](#). More than 3,000 other First Data partners also sell Clover solutions in the US.

Do not purchase any Clover devices online or from an untrusted source or website. Only trusted partners and ISVs can properly activate Clover device for merchants. In order to request a return (RMA), please contact Clover support at: (855) 853-8340.

## 5. POI Device Tamper Monitoring and Skimming Prevention

### 5.1 Instructions for physically inspecting POI devices and preventing skimming, including instructions and contact details for reporting any suspicious activity

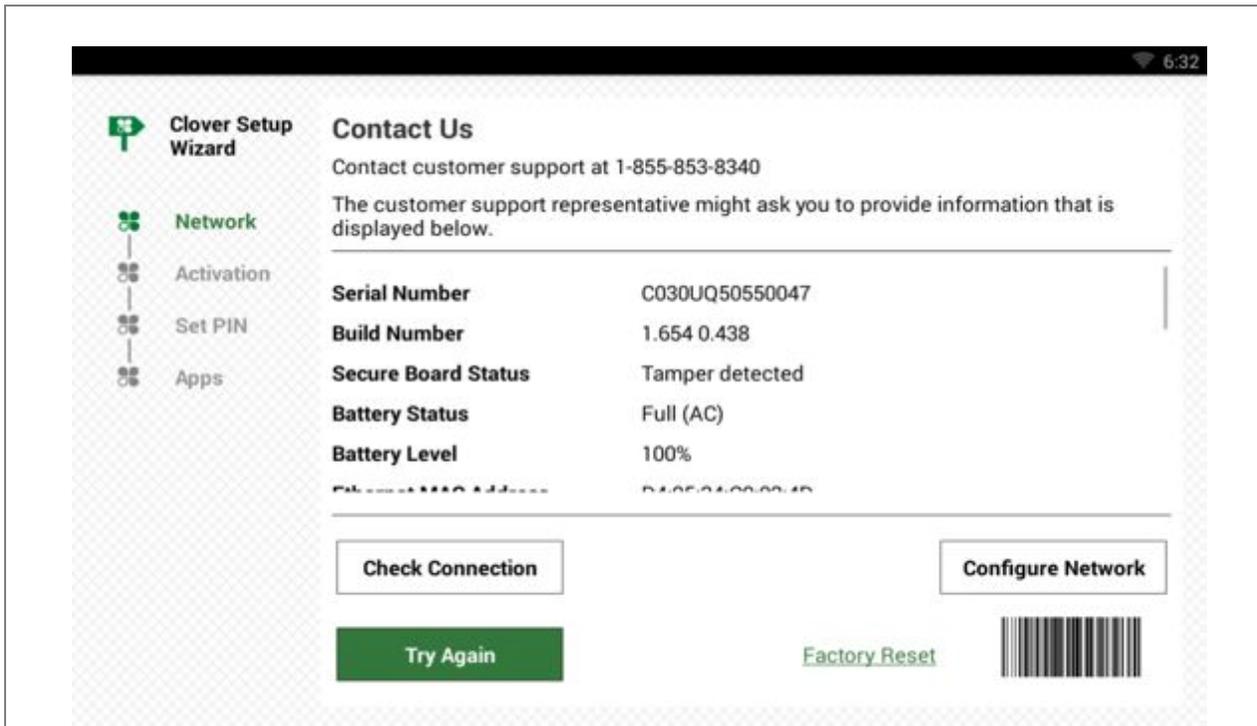
Additional guidance for skimming prevention on POI terminals can be found in the document entitled *Skimming Prevention: Best Practices for Merchants*, available at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org).

- Visual inspection
  - Before using the device, the user must conduct a regular inspection to check for evidence of tampering. The following is a partial list of procedures. Check the PCI website for the latest best practices.
    - Exterior should show no evidence of cutting or disassembly.
    - No evidence of unusual wires or overlays connected inside the ICC slot nor on or near the PIN entry area.
    - No changes to the resistance when inserting or removing a card from the ICC slot.

### 5.2 Instructions for responding to evidence of POI device tampering

There are three potential screens that you may see if your Clover Mobile or Clover Mini device detects a tamper:

- In the Setup Wizard, you may be automatically directed to the Get Help screen with the error “Device tampered, return to manufacturer”



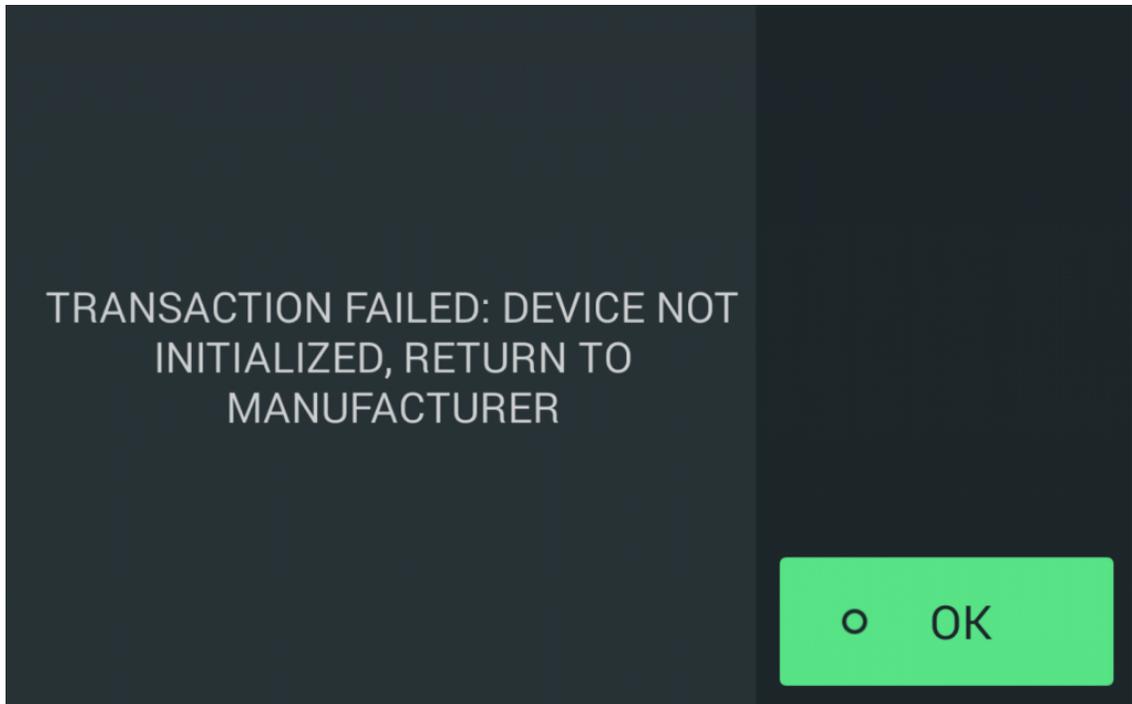
- In the Setup Wizard, in a rare case you may also see a “Tamper Detected” screen



- If the device detects a tamper after you have activated your device, it will display the

following error in the **Sale** , **Refund** , **Voice Auth** , **Phone Sale** 

, **Authorization** , etc. apps: “TRANSACTION FAILED: DEVICE NOT INITIALIZED, RETURN TO MANUFACTURER”



### ***What does it mean if my device has been tampered?***

PCI dictates that PIN-entry devices like Clover Mobile and Clover Mini need to detect if they have been tampered, and if so, lock the ability to take transactions. This can happen for a number of reasons, such as a credit card skimmer is applied to the device or someone has attempted to break the device open. This can also happen if the device is dropped hard enough during shipment or by the merchant or a customer. Mobile and Mini will automatically detect if they have been tampered and if so, will no longer accept payments. **This is for your protection.**

### ***What should I do if my device has been tampered?***

If any of these screens appear on your Clover Mobile or Clover Mini, it is very important to **replace the device as soon as possible**. The device should be considered with limited functionality.

You may still be able to take the following payments:

- Credit swipe payment
- EMV chip-insert with signature payment

You will **NOT** be able to take the following payments:

- Debit swipe payment
- EMV chip-insert with PIN entry payment

**NOTE**

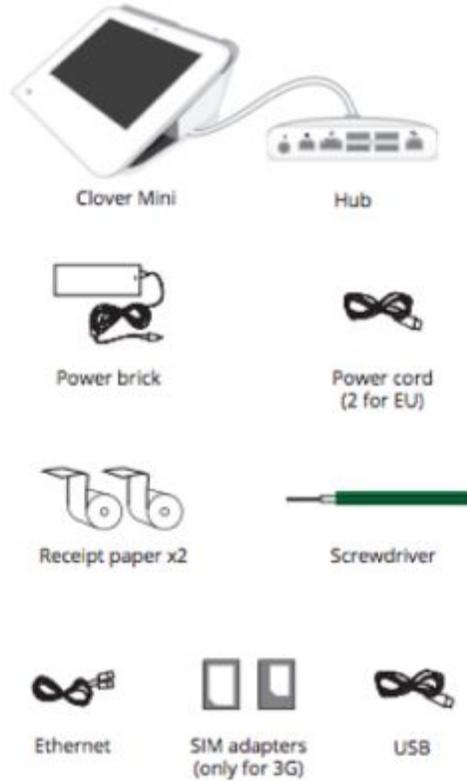
You should receive an email immediately on Clover detecting the tamper that you have new units being shipped to you. If you did not receive an email, please contact Customer Support immediately in order to return the affected device and receive a replacement device as soon as possible.

**5.3 Instructions for confirming device and packaging were not tampered with, and for establishing secure, confirmed communications with the solution provider**

Merchants should inspect their Clover Mini / Mobile / Flex to ensure the package has not been opened or tampered with. The box should be sealed and all contents should include the following:

**For Clover Mini:**

## What's included



### For Clover Mobile:

#### What's included



#### Optional Accessories



### For Clover Flex:

### What's included



Clover Flex



Charging cradle



Receipt paper



Power cord  
(2 for EU)

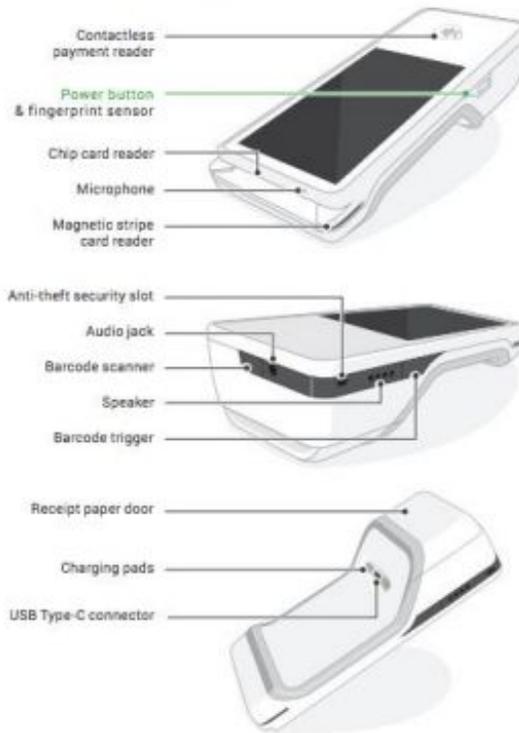


Power brick



Screwdriver

### Clover Flex Features



**For Clover Station:**

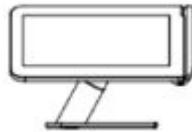
## What's Included (Station)

View instructions for

1. Open your Clover Station box and unpack all of the included components

2. Included in the Station box are:

- Clover Station Display
- Clover Station Receipt Printer
- Power Brick
- Deposit Bag (with cables inside)
  - Display Cable
  - Power Cable
  - Ethernet Cable
- Receipt Paper (two rolls)



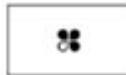
Display



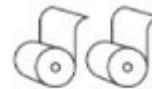
Receipt Printer



Power brick



Deposit bag  
with cords



Receipt paper x2



Display



Power



Ethernet

How do I contact Clover Customer Support?

### IMPORTANT

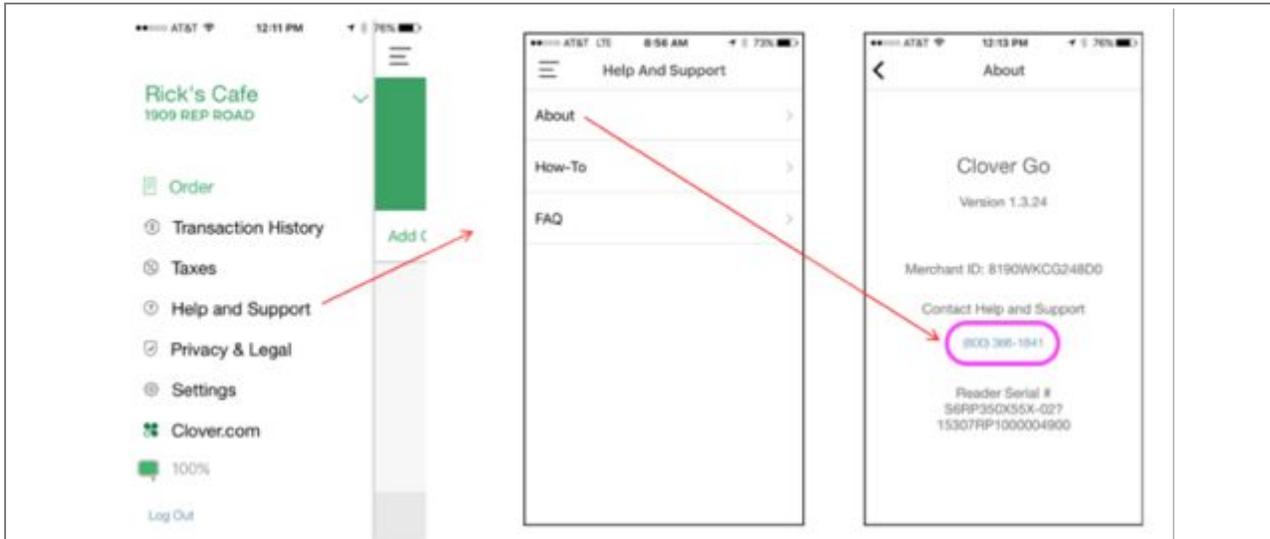
Your Clover Customer Support phone number is based on your merchant account. You can easily find your Clover Support number on your Clover device or by logging onto your Web Dashboard.

You can also send an email to [support@clover.com](mailto:support@clover.com). You can also contact support at (855) 853-8340.

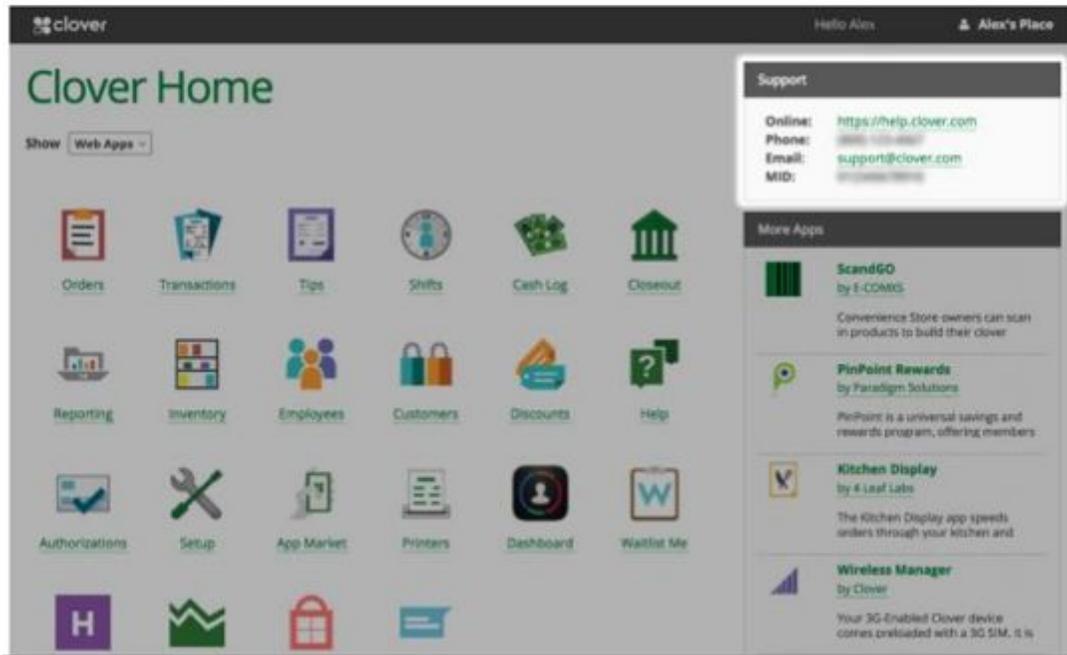
On Clover Mobile, Mini, Flex and Station, you will find your Clover Customer Support toll-free phone number in the top right corner. Your Merchant ID (MID) is also there for easy reference.



1. Tap the icon in the upper left to open the Menu drawer
2. Tap **Help and Support**
3. Tap **About**; the phone number will be under **Contact Help and Support**



On Web Dashboard, you will find the support contact information in the Support box in the upper right corner of the screen. This includes your Merchant ID (MID) for easy reference.



**5.4 Instructions to confirm the business need for, and identities of, any third-party personnel claiming to be support or repair personnel, prior to granting those personnel access to POI devices**

Clover does not contract with any third-party personnel to install, troubleshoot, or repair any Clover devices. Only Clover Customer Support is authorized to assist merchants with their Clover devices through the phone, email, and the web.

If there are any problems with your Clover device, please contact Clover Customer Support.

Your Clover Customer Support phone number is based on your merchant account. You can easily find your Clover Support number on your Clover device or by logging onto your Web Dashboard. You can also send an email to [support@clover.com](mailto:support@clover.com).

You can also contact support at (855) 853-8340.

## 6. Device Encryption Issues

### 6.1 Instructions for responding to POI device encryption failures

In the unlikely event encryption and decryption fails, the transactions will not be processed. The merchant will be unable to process the transaction and will be prompted to re-enter the transaction. The merchant should contact Support through their device, the support email at [support@clover.com](mailto:support@clover.com) or contact support at (855) 853-8340.

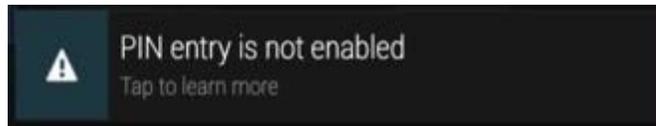
### 6.2 Instructions for formally requesting of the P2PE solution provider that P2PE encryption of account data be stopped

Merchants do not have the ability to turn off encryption for Clover. All transactions require TransArmor encryption and decryption in order to be processed.

### 6.3 Guidance on using a tampered Clover device

In the event a Clover device is tampered, the device will be operating in a non-P2PE validated mode.

When the device is tampered, a notification will be displayed:



A tampered device can be configured to temporarily accept MSR payments using an authenticated message sent from the Clover server. The version displayed by such a device will change to indicate disablement of SRED (Clover Flex shown):



If the merchant opts to continue processing payments, they must attest to non-P2PE validated mode using the [Self-Assessment P2PE-HW and Attestation of Compliance form](#).

It is strongly recommended that all tampered devices be shipped and returned to Clover for replacement.

## 7. POI Device Troubleshooting

### 7.1 Instructions for troubleshooting a POI device

PCI dictates that PIN-entry devices need to detect if they have been tampered, and if so, lock the ability to take PIN-entry transactions. This can happen for a number of reasons, such as having a credit card skimmer applied to the device or someone attempting to break the device open. This can also happen if the device is dropped hard enough.

#### What error message will I see if my device has been tampered?

There are three potential screens that you may see if your Clover Mobile or Clover Mini device detects a tamper:

1. In the Setup Wizard, you may be automatically directed to the Get Help screen with the error “**Device tampered, return to manufacturer**”
2. In the Setup Wizard, in a rare case you may also see a “**Tamper Detected**” screen
3. If the device detects a tamper after you have activated your device, it will display the following error in the Sale, Refund, Voice Auth, Phone Sale, Authorizations, and other apps: “TRANSACTION FAILED: DEVICE TAMPER DETECTED PLEASE RETURN THIS UNIT”

#### What does it mean if my device has been tampered?

Clover devices come with sensors that are used to detect tampering, misuse, or harm of your device. Our Clover devices will disable PIN entry acceptance for your and your customers’ security when our devices detect a tamper. You will still be able to accept transactions that do not require PIN entry and use your device for everything else you currently use to run your business.

#### **NOTE**

In unlikely cases, shaking and dropping may cause the sensors to detect a tamper.

#### How do I get a replacement device?

If a tamper message is displayed, you will receive an email from Clover that a tamper has been detected. If you would like to accept PIN transactions, including EBT, we will be happy to send you a replacement device. **To request a new replacement device, have an admin or manager go to Setup > Payments > PIN Entry on your current device or call Customer**

**Support.** If the device is still in the warranty period, then the replacement device is free of charge. Shipping and handling fees may apply.

When your new device ships, you'll receive a notification email from Clover Support (app@clover.com) that will contain your activation code as well as the tracking information for your shipment. Please activate your new device as soon as it arrives and return the original in the box in which you received the replacement device. A mailing label for the return will be included in the box.

### **Can I turn off the tampered message?**

No. The only way to remove the tampered message is to return the device for a new one.

### **If my device is tampered, can I still take transactions?**

Yes, Once a device is tampered, any transactions requiring PIN entry are locked. You can still accept transactions that do not require a PIN.

### **Why is it safe to take payments when my device has been tampered?**

The device is still secure and payments can be made even after a tamper occurs. The same protection mechanisms such as encryption and anti-tampers are still working to protect cardholder data when processing payments. However, the most sensitive type of transactions involving PIN-entry payments are disabled.

### **Can I keep my device until I receive the new device?**

Yes. You can still accept transactions that do not require a PIN. You can also use your device for everything else to run your business, such as taking orders, report generation, or syncing with your other Clover devices.

### **How do I recognize and prevent tamper?**

Inspect your Clover Device. You should also check the [PCI website for best practices](#), but here is a partial list of things to look for:

- The exterior of the device shows evidence of cutting, disassembly, broken seals, broken ports
- There are unusual wires or overlays connected inside the chip card slot, on or near the PIN-entry area
- Wires are loose or connector broken
- The number of connections to the device are different
- The cables are a different color
- There are apparent changes to the resistance when inserting or removing a card from the chip card slot (Clover Mobile/Mini only).
- Your device is in a different location
- Your device has scratches especially around the seams of the terminal window display

- Clover labels not present or show signs of peeling

If you have any questions or suspect your device has been tampered, call Clover Support and request a replacement.

For more Troubleshooting topics, visit Clover Help: <https://help.clover.com/troubleshoot/>

## 8. Additional Solution Provider Information

### What should I do if I do not find the answer to my question or want to leave feedback?

Go to:

<https://help.clover.com/faq/what-should-i-do-if-i-do-not-find-the-answer-to-my-question-or-want-to-leave-feedback/>

If you do not find a specific answer to your question by:

1. Looking at the **Learn** app and topic guides
2. Looking through the **Troubleshooting** section
3. Using the **Search bar** on the top of this website to search for your question

Or if you would like to submit feedback to us, please click on the “Feedback” on the bottom of this page or any other webpage that you see on this website. From there, let us know about your specific questions and suggestions.