

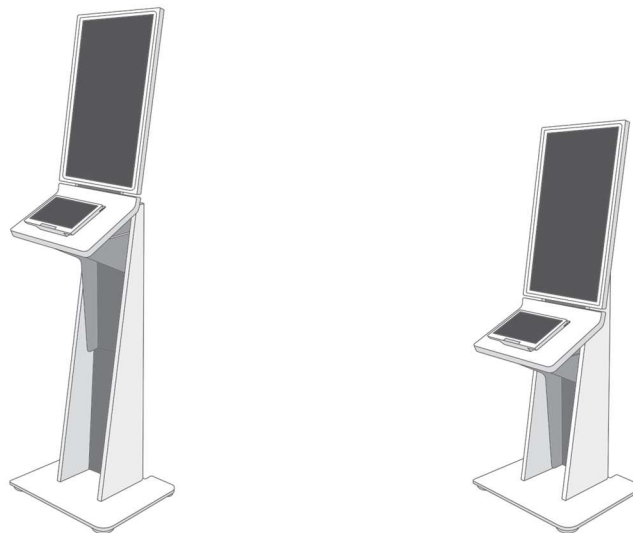


Clover Kiosk Set-Up Guide

March 21 2024

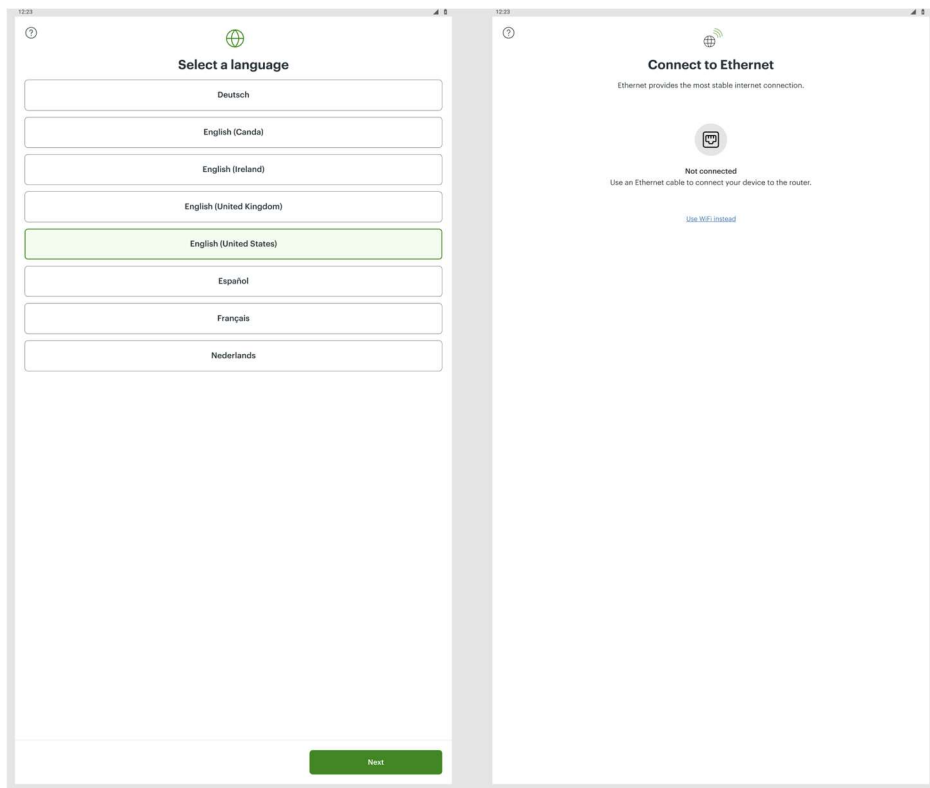
Plug in Your Kiosk

Remove the Kiosk, power cord and Quick Start Guide from their packaging. Place the Kiosk to a countertop. Wall mounts and floor stands are additional accessories.





Plug the power cord into an outlet and turn on the Kiosk, which will then guide you through a few setup steps to activate the device.



Add Images to Your Kiosk

To add images to your items:

Add a photo to your item by selecting the blank image below **Item basics**. The Kiosk supports JPG, JPEG, and PNG files. Make sure you have the **Show on Kiosk** box checked off in order for items to display. Add an **Item name (external)** and description.



Add a welcome screen image:

1. From your [dashboard](#), select one of the following based on what you see onscreen:
 - a. Select **Settings** on the upper right > **View all settings**
 - b. **Account > Account & Setup**
2. Under **Business Operations**, select **Kiosk settings**
3. Next to **Welcome screen image**, select **Edit**.
4. Upload a JPEG or PNG file. Then, select **Save**.

To add an item to your inventory:


- From your [Clover account](#), at the left, select one of the following based on what you see onscreen:
 - **Inventory > Items**
 - **Items > Item List**
- Select **Add Item**.
- Enter the item name and price.

< Inventory Items

Item - Coffee

Item basics

*required

 Item name (internal)*
Coffee

Item name (external)

Show on POS Show on Kiosk

Price
\$2.00

Pricing type
Fixed

Taxes and fees Item color

Enter a description of the item. It will appear in the online menu.
Coffee is a beverage brewed from the roasted and ground seeds of the tropical evergreen coffee plant. Coffee is one of the three most popular beverages in the world (alongside water and tea), and it is one of the most profitable internation

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Configure Kiosk Settings

Device name: Clover Kiosks should be given a name so merchants can differentiate between multiple kiosks.



Avoid duplicate order numbers: Set a roll over order number. This is the maximum number for orders and it will reset to 1 when that number is reached.

Orders

Order numbers across your system

Order numbers are turned on automatically for you because all Kiosk devices require order numbers.

Roll over order number

Impacts all devices

100

Set a roll over order number that will apply across your Clover devices. Order numbers will restart at 0 once the maximum number you've set is reached.

Order prefix: Create a unique identifier for Kiosk orders to help differentiate between multiple Clover order devices. Tip: We recommend using K for Kiosk.

Kiosk order routing: Configure which kitchen printer your Kiosk orders are sent to. If you have a Clover KDS, configure ticket routing in your KDS settings. For multiple printers, we recommend setting up Printer Labels in your dashboard to route order tickets to the correct printer.

Kiosk order routing

Configure which printer your Kiosk orders are sent to. If you have a Clover KDS, configure ticket routing in your KDS settings. For multiple order receipt printers, we recommend setting up Printer Labels in your dashboard to ensure orders are routed to the correct printer.

[Open Printers app](#)

Customer information for order fulfillment: When this is turned on, customers have the option to provide their name for order fulfillment. If the customer doesn't provide their name, they will be provided with an order number.



Order instructions: Create a message that will show up on the ‘thank you’ screen once a customer has paid for their order, which will then guide them on how to retrieve it when it’s ready.

Payment threshold for offline payments: Create a limit for allowing payments if the device loses service and goes offline.

Tips: Configure in Setup app or on your dashboard. Set a passcode for yourself as owner or a passcode for employees. Log in using a passcode and choose whether to receive all of the tips or distribute them evenly. Adjusting tips for Kiosk will affect all Clover devices’ tip settings.

Set up order receipt printing

Add an order receipt printer to your Kiosk:

1. If you’re in kiosk mode, long press the Clover logo in the bottom left corner and **select Exit kiosk mode** to return to the home screen.
2. Select the **Printers app** where you can add a new printer by tapping the plus icon.
3. Select **Order Printer**.
4. Select the order printer(s) you would like associated with your Kiosk. Then, tap the printer to open the settings.
5. Assign printer labels to the printer. **This is very important for properly routing orders from the Kiosk.** If you do not have printer labels set up, check out this article [here](#) for assistance.

Send order receipts to a single printer:

1. Once a printer is added, exit the **Printers** app and open the **Setup** app.
2. In the **Setup** app, select **Order Receipts**.
3. In **Order Receipts** select **How will order receipts be printed in Register?**
4. Under **Auto printing** > **What to print**, select **All items**. Under **When to Print**, make sure **When customer receipts are printed** is selected.
5. Select **Save**.

Send order receipts to multiple printers:

1. Once your printers are added, select a printer to assign labels to it.



2. Under **Labels to Auto-Print** select the labels that you would like assigned to that printer. (For example, you may have a label called “Hot bar” for all items that are prepared by the kitchen staff. Assign “Hot bar” to the printer you would like stationed in the kitchen.)
3. Once all printers have been assigned labels, select **Save** and exit the **Printers** app.
4. Open the **Setup** app and select **How will order receipts be printed in Register?**
5. Under **Auto printing > What to Print**, select **Only items with printer labels**.
6. Select **Save**.

To send order receipts to a KDS:

1. Once a printer is added, go to **Settings** in your Clover KDS.
2. Make sure that **Kitchen mode** is selected and assign all printer labels that you would like shown on that KDS.
3. All configurations will automatically save.
4. Repeat steps 1 through 3 for any other KDS.

To learn more about routing orders to your Clover KDS, click [here](#).

Kiosk admin mode

Admin mode provides access to Kiosk settings where Clover merchants and their staff can make adjustments or troubleshoot their Kiosk.

Open Admin mode

1. Long press the Clover logo on the bottom left corner of the kiosk screen.
2. Enter the manager passcode to unlock Admin mode.
3. From here you can make adjustments to how your Kiosk is set up, access device settings, and restart your kiosk.



Exit Kiosk admin mode

1. Long press the Clover logo.
2. Enter your employee passcode.
3. Select **Exit kiosk mode**

