Clover Flex Payments Processing
For MyPOS
First Data Canada

Setup Guide

MYPOS CONNECT
Cloud-Enabled Retail System

Tri-City Retail SYSTEMS

Contents

Installation 3
Introduction 3
Pre-requisites 3
Installation Step 1: Setup PIN Pad 3
Certificate Installation (at each Till) 3
Locate your Device Address (at each Till) 4
Installation Step 2: Install and Initialize MyPOS Semi-Integrated Payment Software 5
Installation Step 3: Configure MyPOS Connect 6
Menu Layout 6
Device Options 7
Installation Step 4: PIN Pad Setup in MyPOS Connect (at each Till) 8
Select Setup 8
Installation Step 5: Pairing the Devices (at each Till) 9
Troubleshooting 10
Certificate Errors 10
General Troubleshooting 10
Connection Issues 10
PIN Pad Not Responding During Communications 11
Network Connection 11

Installation

Introduction

Your Clover Flex is running Android software. You might be familiar with this from your mobile phone. Android is easy to learn and easy to use. To locate programs, you must swipe left or right to change pages to see more icons. You will need to visit the “Network Pay…” icon to setup the MyPOS Connect integration.

Pre-requisites

Your MyPOS Connect computer must be running Windows 10 or higher.
MyPOS Connect must already be installed and have the Clover plug-in activated for the till.
You must have web access to you Clover account. This access will be provided by your payment processor. https://www.clover.com/dashboard

Installation Step 1: Setup PIN Pad

Certificate Installation (at each Till)

On your MyPOS Connect computer, visit the following link to download your certificate.

https://www.clover.com/v2/env_device_ca_certificate.crt

If you cannot locate the file once downloaded, press “CTRL” and “J” simultaneously in your browser to show all your downloads. Right click the “env_device_ca_certificate.crt” file and choose “Install Certificate”.

Choose “Current User” and click “Next”

Choose "Place all certs in following store" and click "Browse...". Choose the folder labelled "Trusted Root Certifications Authorities" and click “OK”

Click “Next” and finally, click "Finish".

On the Clover Flex PIN Pad, re-run Secure Network Pay display.

Locate your Device Address (at each Till)

On the Clover Flex PIN Pad

If you don't have a "Network Pay Display" application icon, download it from the Clover app store.

From the Home screen, open the "More Tools" app.
Tap the magnifying glass.
Search for "Secure Network Pay Display" and tap to select it.
Tap "Connect"
Tap "Connect" again

On the Clover Flex PIN Pad, locate and run the "Network Pay…" ("Network Pay Display") application.

Make a note of the device address which will look similar to the address below except with your IP address instead of **xxx.xxx.x.xxx** and your port (12345), which may also be different, but 12345 is the default.

wss://xxx.xxx.x.xx:12345/remote_pay

You will need to type the address from your Clover Flex PIN Pad into MyPOS Connect in **Installation Step 4.**

The Network Pay Display must always be running to process payments for MyPOS Connect. You should see a logo in the center of the screen. If you are not in the Network Pay Display program, click the hamburger menu (three horizontal bars in the upper left-hand corner (beside the title "Networks Pay Display (EDV), and choose "Settings" → "Configure and Restart Server"

Installation Step 2: Install and Initialize MyPOS Semi-Integrated Payment Software

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to Installation Step 4.

Once authorized for the Clover Payment Plugin, the software will automatically download when starting MyPOS Connect.

Start MyPOS and go into Back Office → System Setup → About

In the middle of the screen, locate the "Loaded Plugins" section

1. Use the drop down and select "SIPaymentPlugin"
2. Click the "Initialize Plugin" button

You will be prompted with the following screen

MyPOS will create a new Menu item for you with the various Clover Payment functions (setup, close batch, force post, etc.). If you have security profiles setup in MyPOS and would like all of these buttons to have this profile applied, choose it from the dropdown. Otherwise, click OK. You can always set security on these buttons individually later.

You will then see the pop-up message:

Products and menu buttons have been created. To complete installation, create a menu button linking to the menu page **Clover Payment**

Click OK and your new Menu Layout for **Clover Payment** will be created. The next step will describe how you can link this new Menu Layout to your home page (or another page) where you can access it.

Installation Step 3: Configure MyPOS Connect

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to [Installation Step 4](#).

Menu Layout

Back Office → Data Setup → Menu Layout

Note that you now have a "Clover Payment" Menu Layout. This will be the screen that you link to your Home Page (or another page) so that you can access the new Clover Payment Functions page.

Click Select beside your Home Page (or another page where you would like to add this button)

The left side of the Menu Layout screen is for assigning the physical button location, and the right side pertains to button settings. Choose a location for the button by clicking on cells in the grid allowing you to set the width and height of your button (e.g. 2 squares wide, 3 squares high).

Once all 6 squares are highlighted use the drop down beside "Target Page" choose "Clover Payment"

Click the Save button at the bottom of the screen

Device Options

Back Office → System Setup → Device Options → Credit Card Handling → Credit Cards System.

Ensure the Set Value is 'Integrated', and then 'Save to Device'

Installation Step 4: PIN Pad Setup in MyPOS Connect (at each Till)

Click the Till button in MyPOS and locate your new Clover Payment button.

You will see a new Menu Layout with the following buttons.

Select Setup

Under "Device Address", type in the IP address assigned to the PIN Pad in step 1

IMPORTANT: Each Clover Flex PIN Pad will have a different IP Address – this step must be performed at each till that will have a Clover PIN Pad

Enter the "Remote Application ID" J3XGB7AGJFBYY.836R2X0S0HXT8 and click OK

For Customers with Pre-Authorization Only

Your setup screen will have an additional section "Classification for Pre-Auth Products". From the drop down menu beneath "Classification for Pre-Auth Products" select the Classification that triggers the Pre-Auth prompt at checkout

Installation Step 5: Pairing the Devices (at each Till)

Start by closing MyPOS Connect.

The “Network Pay Display” app must be running on the Clover Flex to begin Pairing. Click the green “Start” button if it’s not running.

Start MyPOS Connect. You should get a prompt on the Clover Flex to enter your Manager Password. Once you’ve entered the Manager Password, a Pairing Code will appear in MyPOS Connect. Type the Pairing Code into the Clover Flex.

If the Pairing does not launch, verify your settings and ensure that the Clover Flex is running the “Network Pay Display” app. Click the “Connect to Clover” button in MyPOS Connect. You will be provided a pairing code to connect to the Clover Flex PIN Pad. Follow the prompts (password) on the Clover Flex PIN Pad and finally provide the pairing code.

Setup is complete! It is recommended that you perform a number of test transactions (credit and debit) to ensure everything is working as expected.

Troubleshooting

Certificate Errors

If you are receiving certificate errors, click the hamburger menu (three horizontal bars) in the upper left-hand corner beside the title “Networks Pay Display (EDV), and choose “Settings” → “Configure and Restart Server”.

If you are still receiving certificate errors, close the Net Pay Display app by pressing the four corners of the Clover screen at the same time. Now relaunch the Net Pay Display app, and verify the IP address against the address typed in the Clover Setup. Make any corrections necessary, and press “Start” to bring up the logo again. Reinstall the Certificate from Step 1 if needed.

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Verify that the IP Address on your PIN Pad matches identically to what has been entered into MyPOS setup.
- Close the Net Pay Display app by pressing the four corners of the Clover Flex screen at the same time. Now relaunch the Net Pay Display app
- Verify the IP address against the address typed in the Clover Setup. Make any corrections necessary, and press “Start” to bring up the logo again.
- Restart MyPOS Connect
- Reboot your computer
- Try to force a connection. In MyPOS Connect, press the “Clover Payment” button, then press the “Connect to Clover Device” button

Connection Issues

If the Pairing does not launch, verify your settings and ensure that the Clover Flex is running the “Network Pay Display” app. Click the “Connect to Clover” button in MyPOS Connect. You will be provided a pairing code to connect to the Clover Flex PIN Pad. Follow the prompts (password) on the Clover Flex PIN Pad and finally provide the pairing code.

PIN Pad Not Responding During Communications

In the case of communications error between MyPOS Connect and the Clover Flex PIN Pad, MyPOS Connect may time out waiting for a response from the PIN Pad.

If a timeout occurs, this message will be displayed.

Options on this screen are:

- Keep Waiting
    - Select this option if the transaction is still in progress on the PIN Pad
    - MyPOS Connect will continue waiting for a response
- Request Re-send of Payment Details
    - Select this option if the transaction has completed on the PIN Pad but has not yet responded to MyPOS Connect
- Reset Device
    - Select this option If the PIN Pad is non-responsive, the PIN Pad will reset
- Reconnect Device
    - Select this option if the PIN Pad was non-responsive and also after a Reset Device to ensure that MyPOS Connect can communicate with the PIN Pad
- Cancel
    - Use this option to cancel the current card processing and return back to MyPOS to be able to use an alternate payment method
    - The card payment processing will be canceled

Network Connection

The initial setup of the Clover Flex PIN Pad should accomplish getting your network setup and also downloading the necessary apps. Go to the Settings icon and choose “Wi-Fi” if you need to configure the connection.