

# Clover Flex Payments Processing For MyPOS First Data Canada

## Setup Guide



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# 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 your Clover account. This access will be provided by your payment processor. <https://www.clover.com/dashboard>

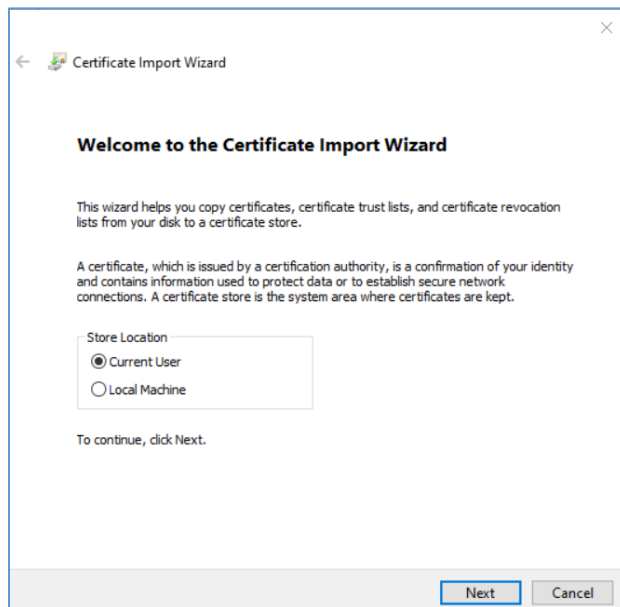
## Installation Step 1: Setup PIN Pad

### 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](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.

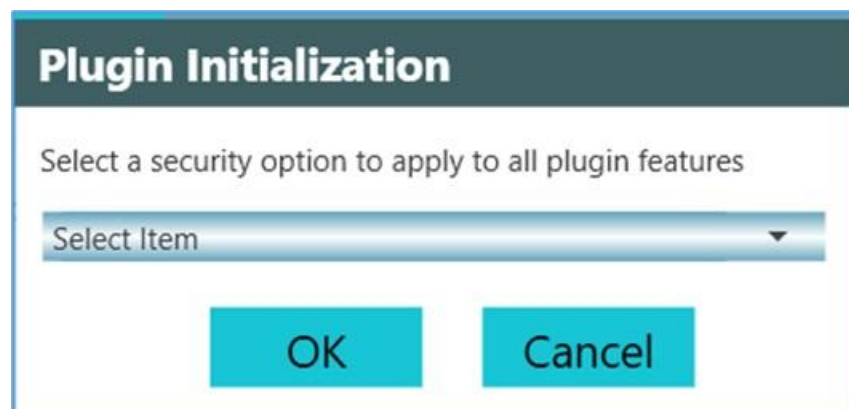
Start MyPOS and go into Back Office → System Setup → About

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.

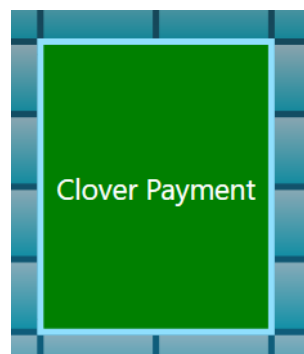
Click Select beside your Home Page (or another page where you would like to add this button)

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”

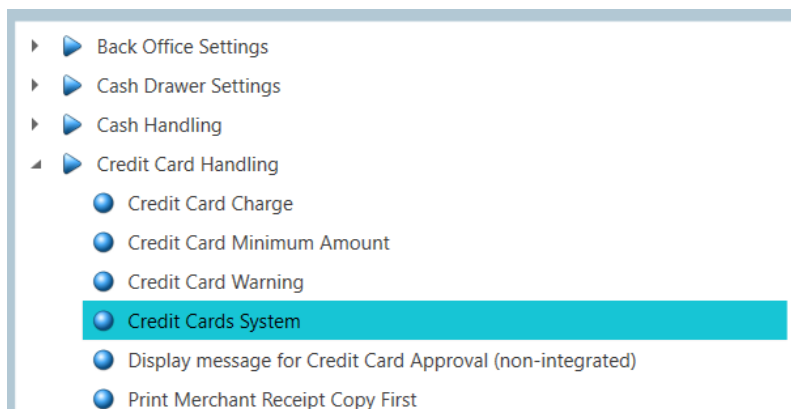
Click the Save button at the bottom of the screen

Button Text	Clover Payment	
Text Size	Medium	
Button Color	008000	<input checked="" type="checkbox"/> Green
Text Color	FFFFFF	<input type="checkbox"/> White
Product		<input type="text"/>
Button Image		<input type="text"/>
Target Page	Clover Payment	
Security Option		



## Device Options

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

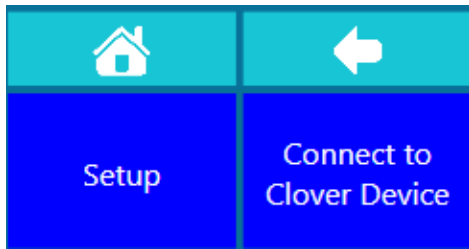


A screenshot of the 'Credit Cards System' configuration page. The page has a blue header with the word 'General'. Below the header, there is a 'Function' field with the value 'Credit Cards System'. Below that is a 'Notes' field with the text: 'If using a plugin to make card payments, set to Integrated. If using a standalone PIN Pad, set to Not Integrated. Must also set option "Credit Cards Enable Integration"'. Below the notes is a 'Set Value' dropdown menu with the value 'Integrated'. Below that is a 'Local Value' dropdown menu with the value 'Not Integrated'. To the right of the 'Local Value' dropdown is a 'Cloud Value' dropdown menu with the value 'Integrated'. Below these dropdowns is a blue button labeled 'Use Cloud Value'.

A screenshot of the 'Save To Device' button. The button is blue and has the text 'Save To Device' in white. Above the button are two dropdown menus: 'Set Value' with the value 'Integrated' and 'Local Value' with the value 'Select Item'.

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

A screenshot of the 'Clover Payment Plugin Settings' dialog box. It has a dark teal header. Below the header, there's a section titled 'Clover Flex Settings' with a light gray background. Inside this section, there are three text input fields: 'Device Address' (containing 'wss://192.168.2.53:12345/remote\_pay'), 'Remote Application Id' (containing 'J3XGB7AGJFBYY.836R2X0S0HXT8'), and 'Allowed Card Entry Methods' (with checkboxes for Chip, Tap, Swipe, and Manual, all of which are checked). Below this section, there are four more checkboxes: 'Print Customer Receipt on Clover Device' (unchecked), 'Always Print Merchant Copy' (checked), 'Automatically Clear Approval Message' (unchecked), and 'Force Reconnect every Transaction' (unchecked). At the bottom of the dialog, there's a 'Timeout (s)' input field with '90' entered, a blue button labeled 'Network Information for this PC', and two buttons labeled 'OK' and 'Cancel'. The version number '1.1.1.5' is visible in the bottom left corner.

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

### Options

- Print Customer Receipt on Clover Device
- Always Print Merchant Copy
- Automatically Clear Approval Message
- Force Reconnect every Transaction

### 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

A screenshot of the 'Clover Payment Plugin Settings' dialog box, similar to the one above but with an additional section. Below the 'Allowed Card Entry Methods' section, there is a new section titled 'Classification for Pre-Auth Products' with a dropdown menu. An orange arrow points to this dropdown menu. The rest of the dialog box, including the checkboxes and buttons at the bottom, is identical to the previous screenshot.

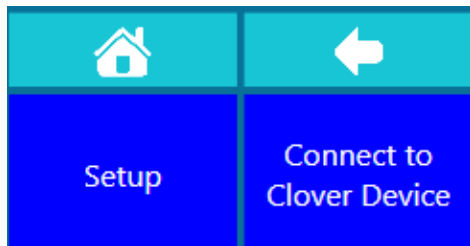


## Installation Step 5: Pairing the Devices (at each Till)

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.

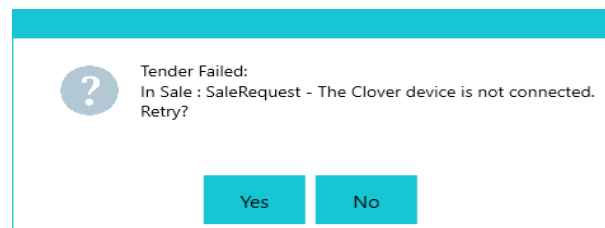
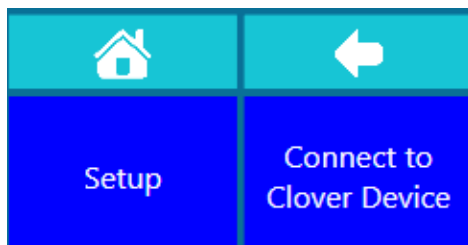
### General Troubleshooting

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
- Toggle “Force Reconnect every Transaction” option

### Connection Issues

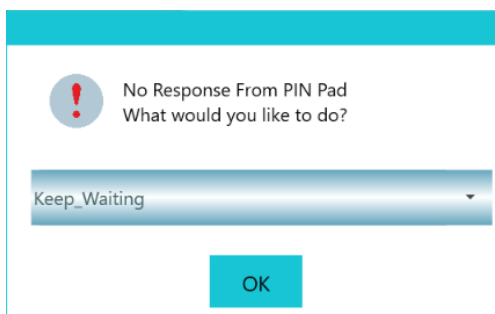
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## PIN Pad Not Responding During Communications

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.