

Ordering Kiosk | A solution made for
by **nanonation** Clover POS users

Samsung Kiosk Setup Guide

Revision 3.0 | October 2023

First Steps

Before setting up your new kiosk, be sure that you have completed the following:

- **Received your Clover Flex payment terminal.**
The Clover Flex terminal will ship separately from the Samsung Kiosk. Be sure you have one for each kiosk you are setting up before beginning.
- **Signed up for the Samsung Ordering Kiosk in the Clover Marketplace.**
Go to <http://www.clover.com/appmarket/apps/VJGVVB5KEE1QR> to sign up for the Samsung Ordering Kiosk application. You will receive additional instructions and user credentials via email.
- **Linked your Clover Account to Commandpoint.**
To link your account, tap the "Samsung Ordering Kiosk" from the left menu bar on your Clover dashboard. When prompted, use the username and password for Commandpoint that you received via email.



Let's Get Started!

Unboxing

- The kiosk will come preassembled in a single box. Remove the kiosk and set the base on a flat surface.
- Remove the protective plastic cover from the screen.
- Locate your Clover Flex and the small green screwdriver Included in your shipment.
- Don't put a cover or case on your Flex terminal.



Using the optional stand?

- Follow the instructions provided in the stand box for assembly.
- Don't connect the kiosk to power yet.
- Do run an ethernet cable through the stand leg if you are using wired internet.



Getting Online | Wired Connection

Using Wi-Fi? See setup steps later in this guide.

- Remove the rear cover of the kiosk by pulling up and out on the lower corner of the cover plate. Work your way around the edges of the rear cover plate from the bottom to the top to release the tabs.
- Run an ethernet cable from your internet source (modem or router) into the lower right corner of the kiosk as shown below.



- Connect the ethernet cable to the RJ-45 receptacle (network input connector or port) in the kiosk as shown here:



- Replace the rear cover plate by sliding the two tabs at the top of the plate in first and then firmly pressing the cover plate in place, starting at the top and working your way to the bottom of the kiosk.

Mounting the Flex

- Using the small green screwdriver sent with your Clover Flex, remove both screws from the left and right side of the cable cover (top part) of the Flex mount.
- Next remove the two screws from the underside of the right side of the mount as shown here:
- Connect your Clover Flex to the power cable coming out of the kiosk.
- Place the Flex into the mount and ensure the power cable is pushed back into the kiosk. The cable will be bent down sharply, this is expected.
- Replace the right-side plate and secure the bottom screws using the green screwdriver.
- Replace the cable cover (top part) and secure the left and right screws using the green screwdriver.

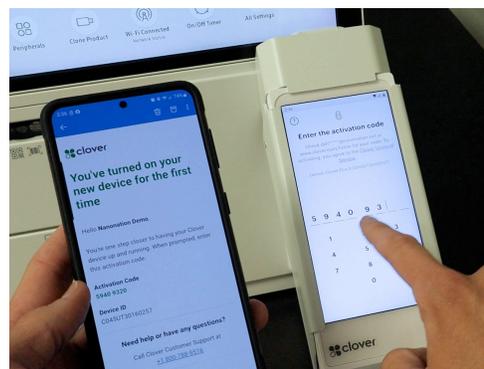


Setting Up The Flex

- Plug the kiosk into a power outlet.
- The kiosk will power on. The Flex will show a Clover logo briefly and then a charging battery icon.
- Power on the Flex by holding down the right-side button with the small green screwdriver for several seconds.
- The Flex will walk you through a setup process.
- Select your preferred language.
- Connect to your Wi-Fi network.
Note: if you connected a hardwired ethernet connection earlier, you would skip setting up Wi-Fi.



- After successfully connecting to the internet, tap the "Next" button.
- If the Flex is not yet activated to your Clover account, you will receive a new device activation code, via email, from Clover. Enter the code from the email
- The Flex will download applications and settings for several minutes. Once completed, it will continue the setup process.



- You do not need to load paper into the Flex and can skip this step.
- You can skip setting up fingerprint access for the device.
- We recommend setting the Flex to require a Passcode.
- Tips should be set to "on the tablet screen."
- After the setup is complete and you tap "Get Started" the Samsung Ordering Kiosk app will automatically download.
- Tap the Samsung Ordering Kiosk icon. You will likely need to swipe one screen to the right to find it.



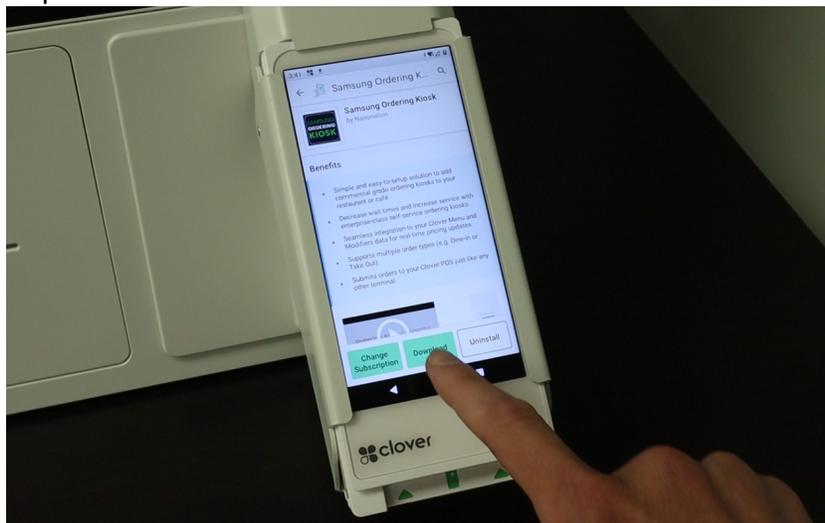
Note: If you don't see this icon yet, wait five minutes and then check again.

- **If after several minutes you do not see the Samsung Ordering Kiosk app appear. You can download it manually:**
 - Tap "More tools."
 - Then tap the magnifying glass search icon in the top right hand corner.

- Search for Nanonation and tap Samsung Ordering Kiosk.

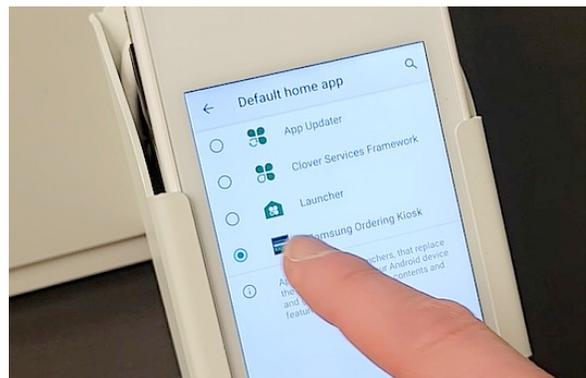


- Tap download.



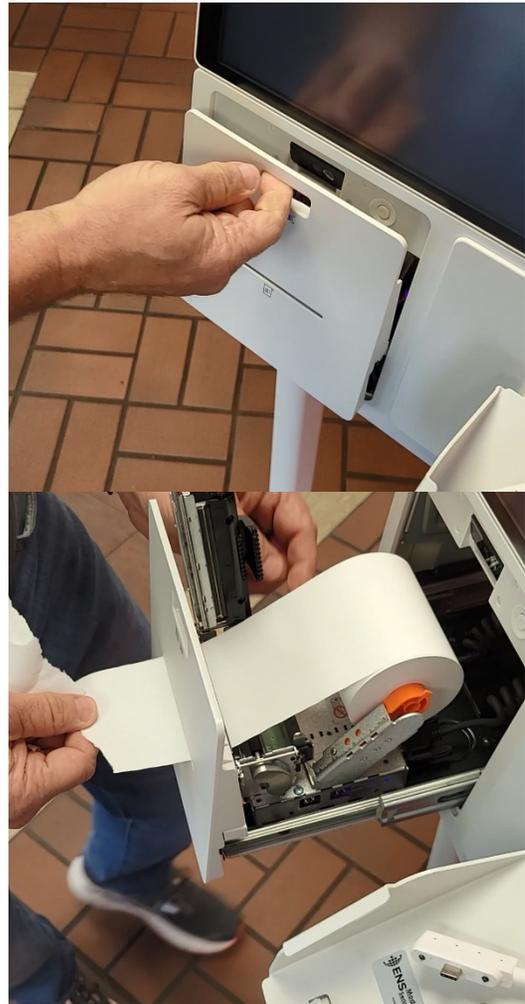
- When download is finished, tap "Open."

- When prompted to Set app as launcher, tap "Open Home Settings".
- Tap "Samsung Ordering Kiosk" from the list.
- The application will automatically launch and prompt you to "Pair with Kiosk"
- Proceed to setting up the kiosk.



Loading Paper

- Ensure that the kiosk is connected to power.
- Press in on the barcode scanner, directly above the receipt slot, and pull out on the printer tray as shown here. The tray will lock into place when fully extended.
- Place the paper roll in between the two orange tabs and ensure that it spins freely. Ensure that the roll feeds from over the top as shown.
- Lift up on the printer head by releasing the tab on the right side, then feed the paper through the slot in the front of the kiosk.
- Close the printer head and the paper will automatically advance and cut the excess paper.
- Push the printer tray back into the kiosk.
- Your kiosk is now ready to print receipts.



Software Installation

- Upon turning on the kiosk, a Samsung home screen will appear.
- When prompted, please select your preferred language.
- You will then be presented with the option for “Basic Setup.”

Note: If using an ethernet cable, connect it to the kiosk. Alternatively, if you are using Wi-Fi, please select your network and enter the password when prompted.

- Next, select “Install from web server” and select “**Enter URL manually.**”

NOTE: DO NOT TAP ON “FISERV”!!! This will load a Fiserv Korea application that you will need to uninstall before you can use the kiosk again.

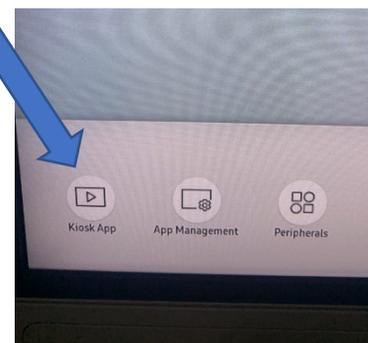
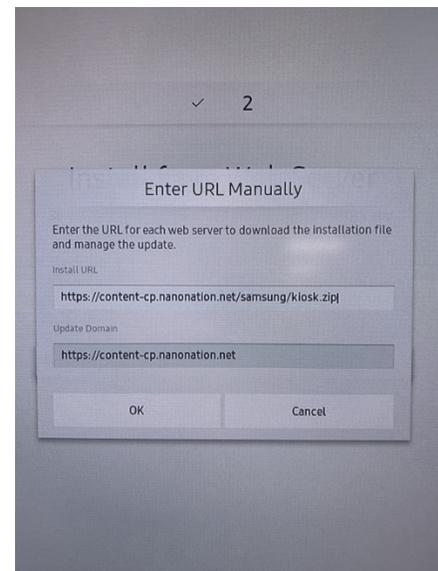
- Enter the following URL:

<https://content-cp.nanonation.net/samsung/kiosk.zip>

Note: To proceed, please make sure that you enter the above URL exactly as it is written.

Note: To enter colon punctuation and back slash part of URL tap on characters key at the bottom lefthand corner of keyboard.

- Next tap “Done”. Confirm the URL and domain have populated, then tap “Ok”.
- You can then select “Skip” for RM server setup.
- Next, you need to set the accurate time and date for the kiosk’s intended location then tap “Done”.
- You will briefly see a downloading and installing screen.
- When you see the message “Samsung Kiosk is now ready” tap done.
- Tap on the kiosk app in the lower left hand corner, which will redirect you to a blue screen displaying a QR code.
- Use the QR code to link your kiosk with Commandpoint.



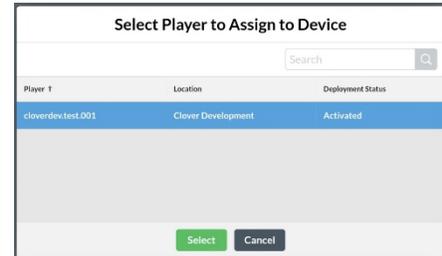
Activating The Kiosk

- Scan the QR code on the screen using your mobile phone.
- Log into Commandpoint with Username and Password you setup when linking your menu. This would have been sent to you via email.

- When prompted, select an available player license from the list.

Note: there will be one player for each subscription you have purchased. It does not matter which player you choose. Once used, that license will no longer show for the next kiosk you activate.

- Once paired the kiosk screen will go black for up to 2 minutes.
- When the message "Select a payment device to pair" appears at the top of the screen, proceed to the next step.

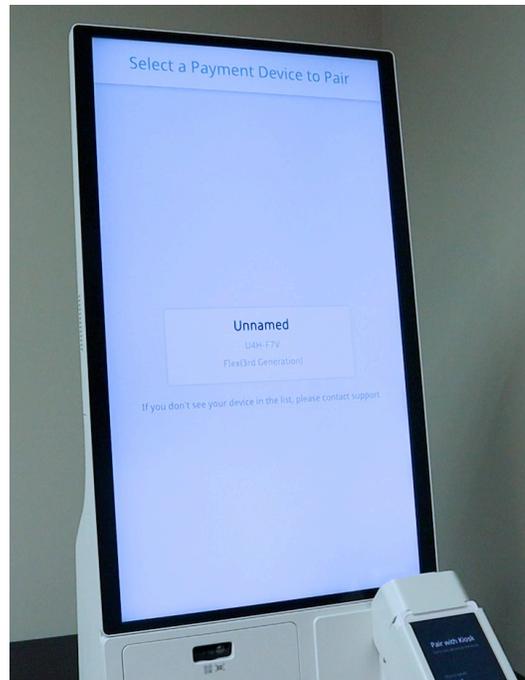


Pairing

- When on the pairing screen, any unpaired Flex terminals will show up as buttons on the screen.
- The terminal name is the name you setup for the Flex device on the Clover Dashboard.

Note: We recommend naming your Flex devices "Kiosk 1", "Kiosk 2", etc.

- Match the six-digit code below the name with the code Pairing Code shown on the Flex device itself.
- Tap the button for the Flex attached to this kiosk.
- If you see a message that says "No Devices Available" please ensure that you have followed all of the steps in this guide for Setting Up Your Flex and that both the Flex and Kiosk are connected to the Internet, then try again.
- When successfully paired, the kiosk screen will change to show the Attract Loop.



You're done!

The kiosk is now ready for your customers to begin placing orders.

IMPORTANT NOTE: *The Flex will automatically restart overnight each night. Every morning it will require a user Passcode to be entered to wake it up and make the kiosk ready to accept orders.*