



Software Setup Guide

Revision 3.0 | December 2023

This guide will show you how to setup and configure your ordering kiosk settings in the Clover Dashboard and the Commandpoint management tool. For instructions on the physical setup of the kiosk, please see the Samsung Kiosk Setup Guide.

First Steps

Before starting, be sure that you have completed the following:

- Signed up for the Samsung Ordering Kiosk in the Clover Marketplace.
Go to <http://www.clover.com/appmarket/apps/VJGVVB5KEEIQR> to sign up for the Samsung Ordering Kiosk application. You will receive additional instructions and user credentials via email.
- Ordered a Flex Terminal and Kiosk Bundle from your Clover representative.
You will need one Flex Terminal per kiosk.



Let's Get Started!

Logging In

You will need to be logged into your Clover Dashboard and Commandpoint on a PC or Mac. We recommend using Chrome, Safari, Firefox or Edge browser.

Clover: <https://www.clover.com/dashboard/login>

- Configure Order Types
- Configure Flex Terminal(s) Name(s)
- Configure Printers
- Configure Menu

Commandpoint: <https://cp.nanonation.net>

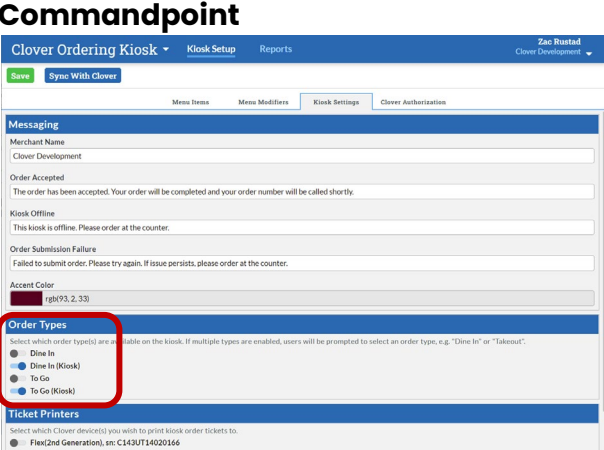
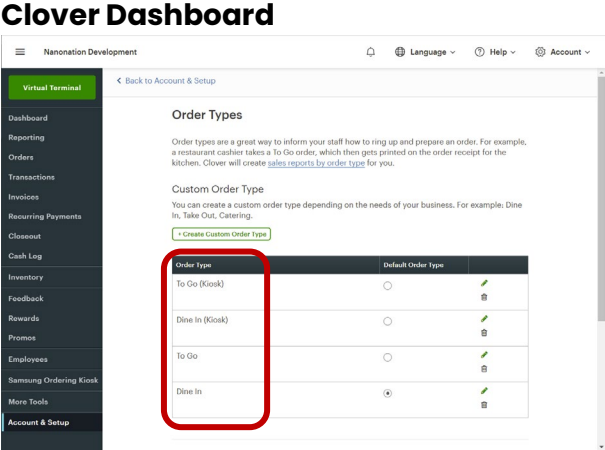
- Sync With Clover
- Configure Kiosk Settings
- Turn Menu Items, Modifiers, and Categories On/Off
- Add Menu Item and Modifier Descriptions
- Add Menu Item Images
- Set Suggested Selling Items

Your username and password for Commandpoint were sent to you in an email from Nanonation Support.

Configuring Clover Dashboard

Order Types

Order types are created in the Clover Dashboard by going to “Account & Setup”/”Transactions”/”Order Types”. These Order Types will be mirrored in Commandpoint under Kiosk Settings tab. By default, all Order Types will be on and show on the kiosk. To change the Order Types shown on the kiosk, simply turn off the ones you do not want to show on the Kiosk.



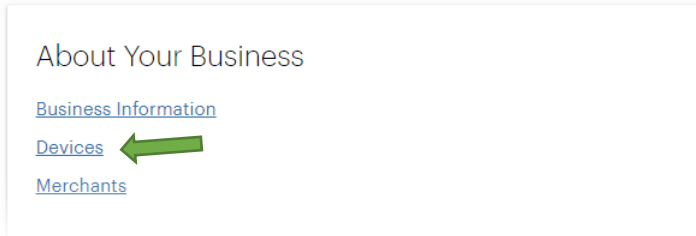
Whatever order types are turned on in Commandpoint will be presented to the customer at the kiosk and display on the order when placed (on the kitchen printer or KDS). If only one Order Type is turned on, then the customer will not be prompted for the Order Type and all orders from the kiosk will automatically be that Order Type.

Tip: We recommend that you create either a “Kiosk” order type or duplicate any order types that you will be using at the kiosk and add the work “Kiosk” to them (as shown in the example screenshots above). This will ensure that your staff knows that the order was placed on a kiosk when looking at the kitchen printer ticket or KDS. It also gives you an easy way to filter kiosk orders when looking at reports in Clover.

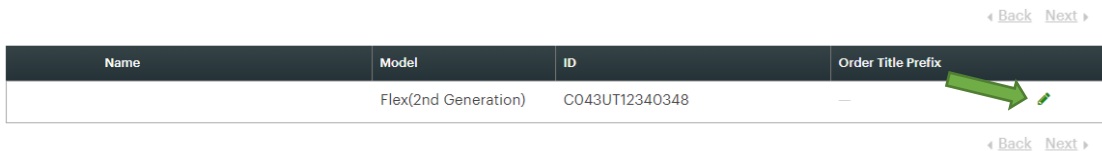
Naming your Flex Terminal(s)

You need one Clover Flex terminal per kiosk. To change the name of the Flex you will need to be the Account Owner.

- From the Clover Dashboard, click “Account & Setup” from the left side menu.
- Under About Your Business click “Devices” (You will not see this unless you are the Account Owner).



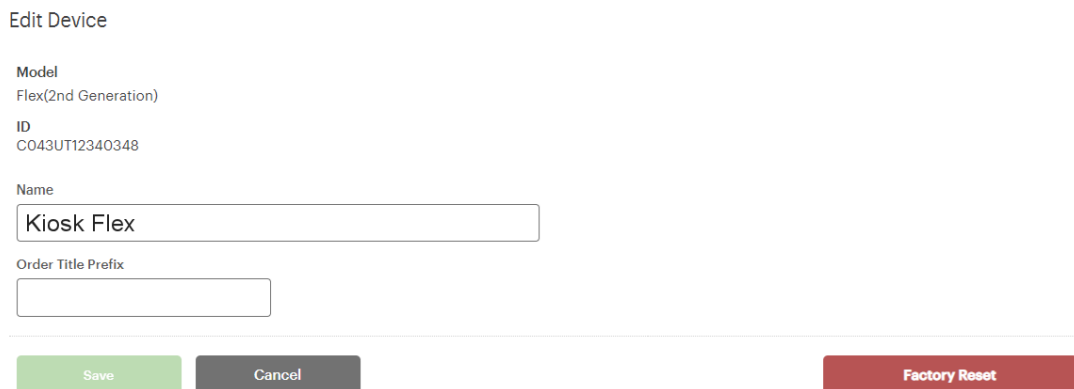
- Click the pencil icon for the terminal you wish to edit.



A screenshot of a table listing terminals. The table has columns for Name, Model, ID, and Order Title Prefix. A green arrow points to a pencil icon in the Order Title Prefix column. Navigation links '< Back' and 'Next >' are visible at the top and bottom of the table.

Name	Model	ID	Order Title Prefix
	Flex(2nd Generation)	C043UT12340348	—

- Enter a name for the Flex terminal (We recommend Kiosk 1, Kiosk 2, etc.).



A screenshot of the 'Edit Device' form. It shows fields for Model, ID, Name, and Order Title Prefix. The Name field contains 'Kiosk Flex'. At the bottom, there are 'Save', 'Cancel', and 'Factory Reset' buttons.

Edit Device

Model
Flex(2nd Generation)

ID
C043UT12340348

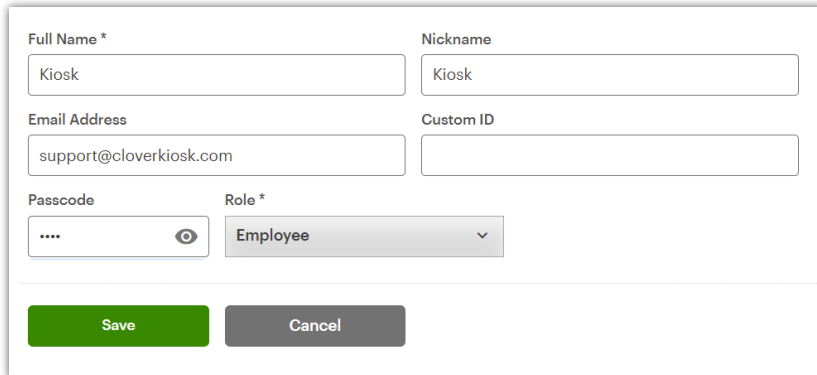
Name

Order Title Prefix

Creating A Kiosk Employee (Recommended)

We recommend creating a Kiosk Employee in Clover. If you use this employee Passcode to unlock the Flex each day, this will allow you to easily track kiosk sales and activity in Clover reporting.

- On the Clover Dashboard, go to Employees on the right-side menu.
- Click “Add New Employee”.
- Name the employee “Kiosk”, provide any email address, and enter a Passcode.



The screenshot shows a form for creating a new employee in Clover. The form has the following fields and controls:

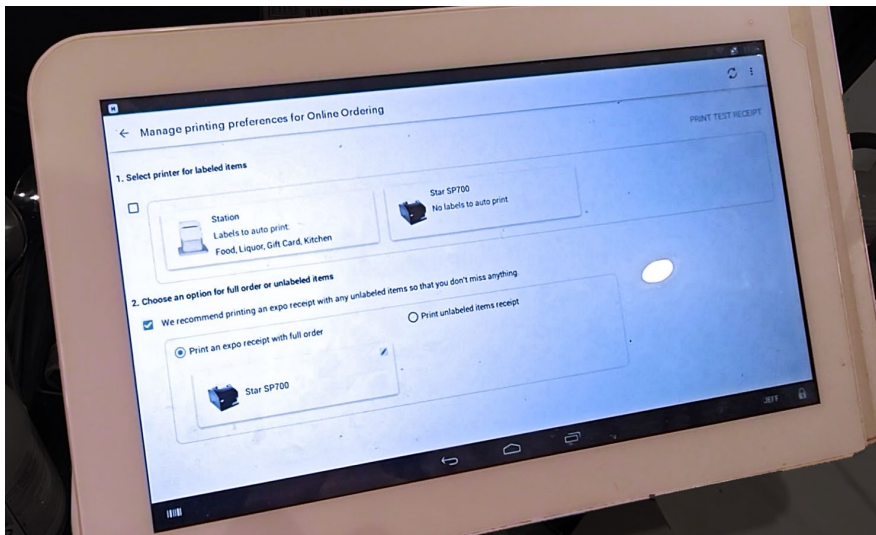
- Full Name ***: Text input field containing "Kiosk".
- Nickname**: Text input field containing "Kiosk".
- Email Address**: Text input field containing "support@cloverkiosk.com".
- Custom ID**: Empty text input field.
- Passcode**: Password input field with a toggle icon (eye) to show/hide the passcode.
- Role ***: Dropdown menu currently set to "Employee".
- Buttons**: A green "Save" button and a grey "Cancel" button.

- The Kiosk user can be setup as an Employee or Admin.
- Click Save.
- Use the Passcode created here to log into the Flex device each morning.

Kitchen Printer Setup (Optional)

The kiosk will print to your kitchen printer like any other order placed through Clover. To enable using your kitchen printer(s), from one of your existing Clover terminals:

- Go to Printers.
- Tap “Manage printer preferences for Online Ordering”.
- Ensure the box for “We recommend printing an expo receipt...” is checked.
- Select “Print an expo receipt with full order” for the printer(s) the orders will print at.



Kitchen Display Systems (KDS)

The ordering kiosk will work with any KDS that displays order data that is pulled from Clover. When the customer taps the “Place Order” button on the kiosk an order is created in Clover. When the customer completes payment on the Flex terminal the order is marked paid in the Clover POS. This is effectively the same as if the order was placed on any other Clover POS station. However, you have your KDS configured to display items or send items to different stations will still apply.

Tip: If your KDS allows it, we recommend setting only paid orders to show, otherwise orders will appear on the KDS before the customer has completed payment.

Menu Items | Modifiers | Categories

The Clover Ordering Kiosk is built around the Clover POS. All the data comes from the information you have setup in the Clover Dashboard. Whatever items appear in Clover will be available to show on the kiosk. You can however turn off any items or Categories that you do not want to show on the kiosk (e.g. Categories such as alcohol or catering that you don't want customers to be able to self-service order).

Important: Just like for online orders, your menu needs to be **customer facing**. Any internal or employee only items, Modifiers or Categories should be turned OFF in Commandpoint. For additional tips on menu setup, see the Best Practices Guide.

Categories

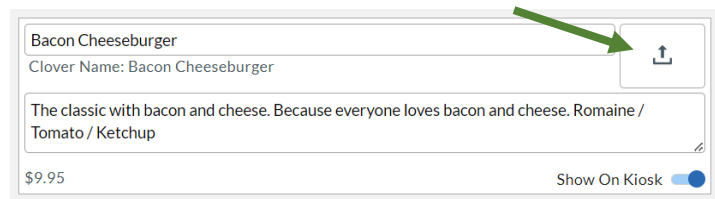
The name of each category will be synced from Clover to Commandpoint. You will have the opportunity to rename how the category shows on the kiosk. Group items into Categories like you would on a physical menu that you would hand a customer.

Menu Items

The name and price of each Menu Item will be synced from Clover to Commandpoint. You will have the opportunity to rename how the name appears on the kiosk but the price can only be changed in Clover. Menu items will be grouped on the kiosk into the category they are assigned to.

Menu Item Images

If you already have item images in your Clover Online Ordering, these images will be automatically synced to Commandpoint. If you do not have images in Clover Online Ordering, then you can upload your own images for menu items in Commandpoint. Click the upload icon in the top right of the Menu Item box.



The screenshot shows a menu item configuration box for "Bacon Cheeseburger". The box contains the following text: "Bacon Cheeseburger", "Clover Name: Bacon Cheeseburger", "The classic with bacon and cheese. Because everyone loves bacon and cheese. Romaine / Tomato / Ketchup", "\$9.95", and "Show On Kiosk" with a toggle switch. A green arrow points to an upload icon in the top right corner of the box.

Modifier Groups & Modifiers

The Modifier Group name and associated modifier names will be synced from Clover to Commandpoint. You will have the opportunity to rename how either appears on the kiosk but the modifier price can only be changed in Clover.

If needed, you can create new Modifier Group that will only be shown on the kiosk by:

- Create a new Modifier Group for use on the kiosk (e.g. “Toppings – Kiosk”)
- Set “Pop Up Automatically” to NO
- Assign the new Modifier Group to the appropriate Menu Items.
- In Commandpoint, turn off unused Modifier Groups (the ones you want your employees on their Clover stations to use).
- In Commandpoint, rename the kiosk specific Modifier Group to a customer facing name (e.g. “Toppings – Kiosk” change to “Toppings”).
- Now the new kiosk specific Modifier Group will appear to customers on the kiosk and not pop up automatically for your employees on other Clover terminals.

Additional Languages

You can change the names and descriptions of Categories, Menu Items, Modifier Groups and Modifiers for any additional languages you have enabled on the kiosk (see Configure Kiosk Settings section of this document). To change which language you are editing, choose from the drop down menu in the top right of the page.

The screenshot shows the 'Clover Ordering Kiosk' interface. At the top right, the user 'Zac Rustad' is logged in. A green arrow points to the 'Kiosk Language' dropdown menu, which is currently set to 'English'. Below the navigation bar, the 'Menu Items' tab is selected, showing the 'Classic Burgers' category. Three menu items are displayed: 'The United States of America' (\$10.95), 'Greatest Burger Ever' (\$9.95), and '1809 Burger' (\$9.99). Each item has a 'Show On Kiosk' toggle switch.

The screenshot shows the 'Clover Ordering Kiosk' interface with the 'Kiosk Language' dropdown menu set to 'Spanish'. The 'Menu Items' tab is selected, showing the 'Hamburguesas Clasicas' category. Three menu items are displayed: 'Estados Unidos de América' (\$10.95), 'La Mejor Hamburguesa De Todos Los Tiempos' (\$9.95), and '1809 Hamburguesa' (\$9.99). Each item has a 'Show On Kiosk' toggle switch.

Note: Turning a category, menu item or modifier to show/not show on kiosk will affect all enabled languages.

Tax Rates

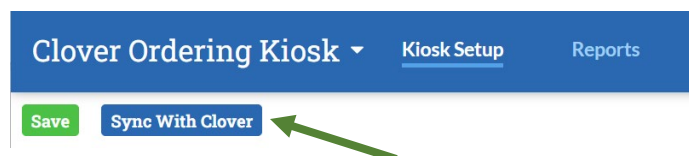
Tax Rates are synced from Clover to Commandpoint. The kiosk will apply any Tax Rates you setup for any Menu Items. The names and rates are not adjustable in Commandpoint and will appear on the checkout screen and customer receipt exactly as they do in Clover.

Syncing Rules:

- When you do your very first sync to Commandpoint ALL Menu Items, Modifiers, Categories and order types will be synced turned ON.
- After your first sync, any NEW items that you add will automatically be synced turned OFF.

This ensures that if you are working on adding new items and Modifiers to Clover that they do not appear on the kiosk until you choose to enable them.

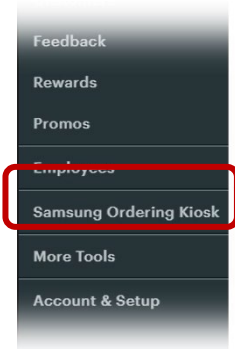
- If you change a price in Clover, it will automatically update in the kiosk.
- If you remove a Menu Item or modifier from Clover, it will automatically be removed from the kiosk.
- Item Price and Item Availability are updated frequently (within 10 minutes). All other attributes such as Item Name, Modifier Groups, etc. are updated within 4 hours.
 - To force an update, without waiting the 4 hours, simply click the “Sync with Clover” button in Commandpoint. This will cause all current data to sync to the kiosk within 10 minutes.



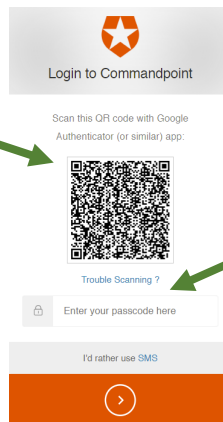
Configuring Commandpoint

Sync With Clover

- Log into your Clover Dashboard. You will need to have already purchased the Samsung Ordering Kiosk app from the Clover Marketplace. Click on the app listed in the right-side menu.
- You will be prompted to log into Commandpoint. If this is your first login, enter the username sent to you via email and then click “Don’t remember your password?”. Follow the password setup instructions.
- On your first Login you will be prompted to either use Google Authenticator app or to send a verification code to your mobile phone via a SMS (text) message.

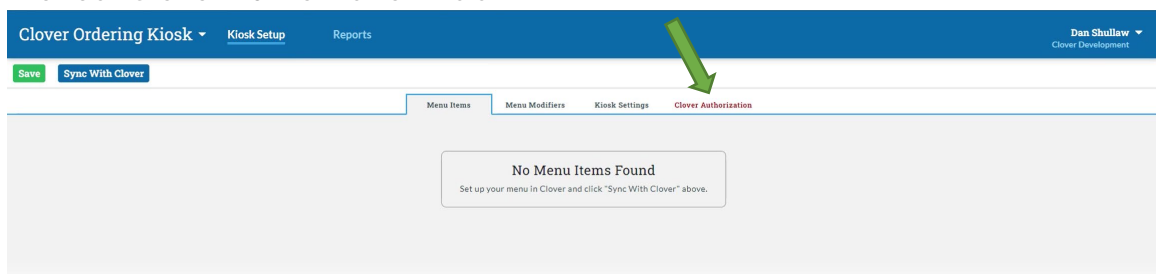


OPTION 1: Download Google Authenticator from the Apple App Store (iPhone) or the Google Play Store (Android), then scan the QR code.

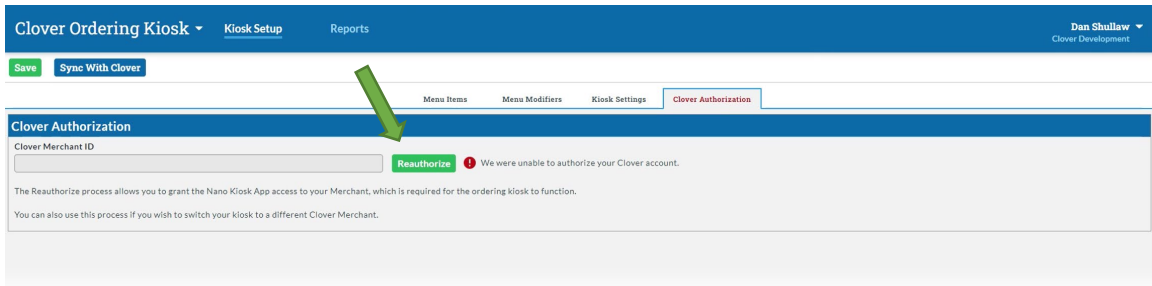


OPTION 2: Click SMS and enter your phone number. This will be the phone tied to your Commandpoint account for all future SMS code verifications.

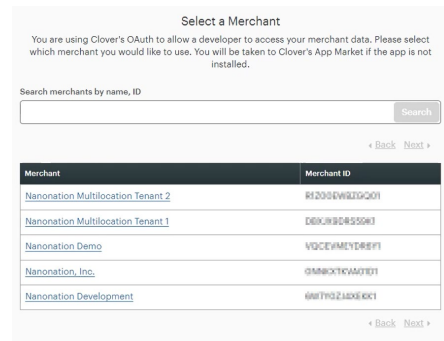
- On your first login, you will see a message that No Menu Items Found. Click on the red “Clover Authorization” tab.



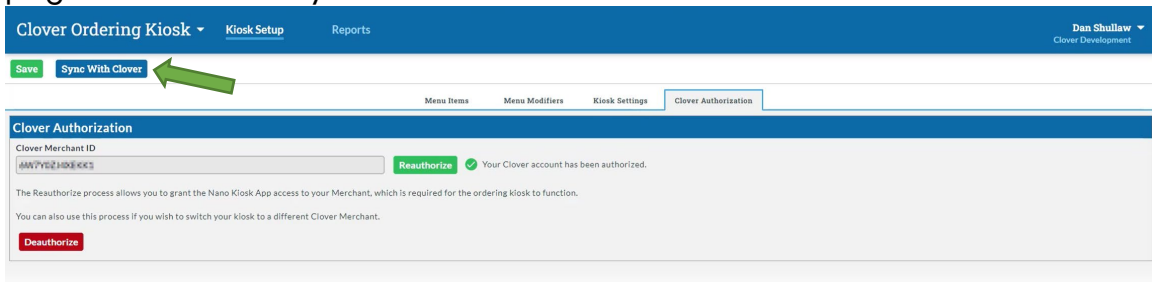
- Next Click the “Reauthorize” button. When prompted to “Authorize with Clover?”, click “Continue”. If you are not already logged into your Clover account, you will be prompted to do so.



- If you are a user of more than one account, you will be prompted to select the merchant account you wish to tie to this kiosk instance.



- Once authorized. Return to the Commandpoint page and click the “Sync With Clover” button.



- Now all of your Clover menu and configurations will be synced with Commandpoint.
- Click the “Kiosk Settings” tab to continue your setup.

Configure Kiosk Settings

The "Kiosk Settings" tab in Commandpoint allows you to modify the messages, colors languages and Attract Loop content on the kiosk to be personalized to your restaurant. You can also choose which order items types appear on the kiosk and where orders should be sent.

Click to save your changes to the kiosk. Click to pull menu data from Clover. Select the language to edit.

Configurable messages that will appear on the kiosk.

Color of text & buttons on kiosk.

See Text When Ready Section of this guide for details.

Enable cash payments at the counter

The types of orders available to select on the kiosk.

Which Clover terminal is used to configure ticket printing.

Click to add your own Attract Loop image(s) and/or video(s)

See Text When Ready Section of this guide for details.

The screenshot shows the 'Kiosk Setup' page for a Clover Ordering Kiosk. The top navigation bar includes 'Clover Ordering Kiosk', 'Kiosk Setup', and 'Reports'. A user profile for 'Zac Rustad' is visible in the top right. Below the navigation, there are buttons for 'Save' and 'Sync With Clover'. The main content area is divided into several sections:

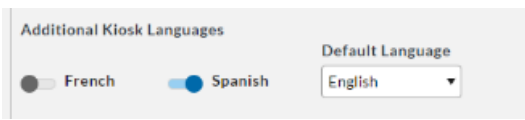
- Messaging:** Fields for Merchant Name (Honest Abe's), Order Accepted (Thank you! We are working on your order.), Kiosk Offline (Sorry! We are having a problem with the kiosk. Please see us at the counter.), Order Submission Failure (Sorry! We are having a problem. Please see us at the counter.), Table Tent Instructions (Please enter your table tent number. Your food will be carried to your table.), Table Tent Confirmation (Your food will be carried to your table.), Accent Color (rgb(216, 68, 44)), and Additional Kiosk Languages (French, Spanish, English).
- Text When Ready:** Fields for Controller PIN (1234), Message Body (your order is ready.), and Controller Page (https://content-cp.nanonation.net/OPS/TWRController/index.html?GroupID=1006052-8503-4801-9637-7830f306275).
- Pay At Counter:** A toggle for 'Enabled' and a message 'Please take your ticket to the counter.'
- Order Types:** A table with columns: Name, Show On Kiosk, Display Name, Order Identifier, and Text When Ready. It lists 'Dine In' and 'Kiosk Order'.
- Ticket Printers:** A list of Clover devices with their serial numbers and names.
- Attract Loop:** A section for uploading custom images or videos, with a file named 'Honest Abes Attract Loop.mp4' and an 'Add File' button.
- Twilio Configuration:** Fields for Account SID, Auth Token, and From Phone Number, with a 'Send Test Message' button.

Ticket Printers

Whichever Clover device you select under Ticket Printers, will be the device that fires the order to the Kitchen Printer. If you want to print orders to a Clover compatible kitchen printer, such as the Star TSP700 series, follow the instructions on Page 7 of this document on the device you select in Commandpoint.

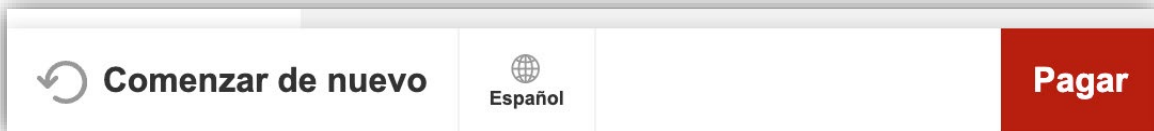
Language

Ordering Kiosk supports English, French and Spanish languages currently. To enable French or Spanish, toggle these languages on in the Kiosk Settings tab. You can also choose which of the enabled languages will be the default with a kiosk session starts.



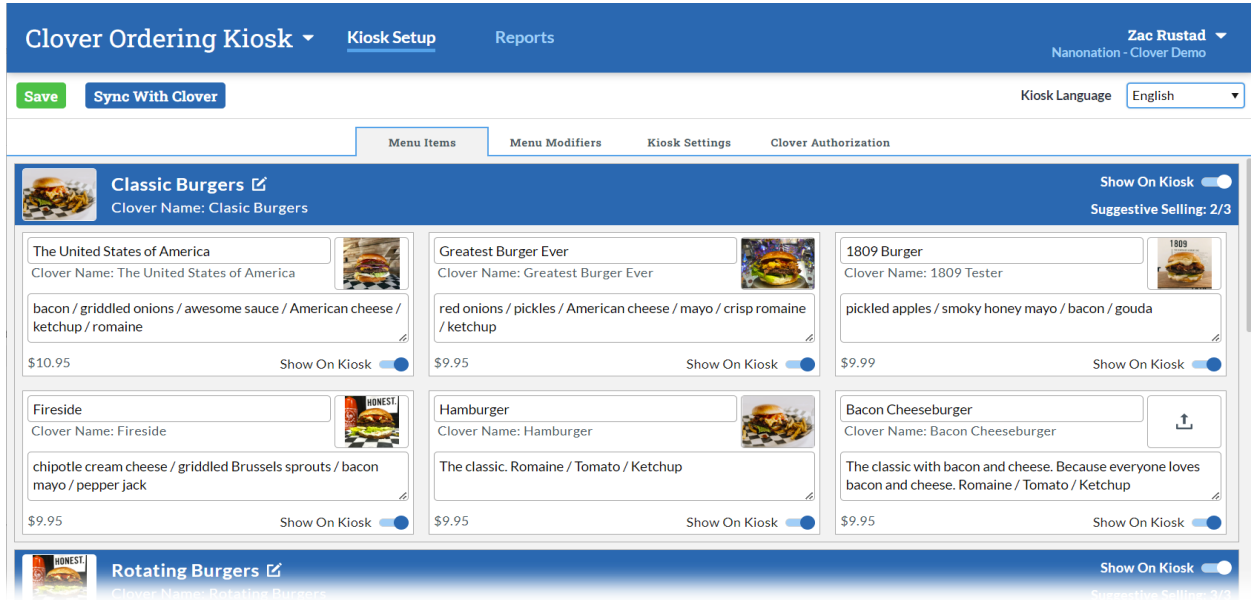
When enabled the kiosk will now show a language selection icon near the bottom left. This will allow users to select their preferred language.

All buttons and standard messages in the kiosk user interface are automatically translated. Example of how bottom bar of the kiosk interface shows when two different languages are selected:

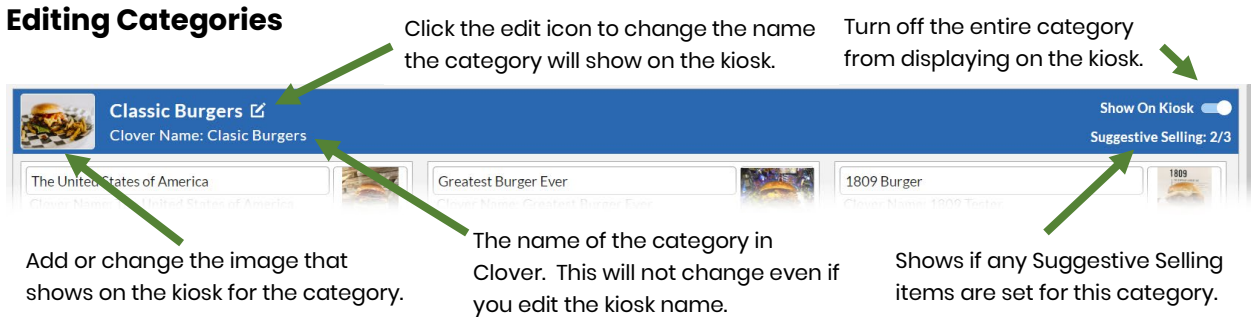


Managing The Kiosk Menu

All of the menu data shown in Commandpoint comes from Clover. Through Commandpoint you can make adjustments to how the menu and modifiers display on the kiosk.

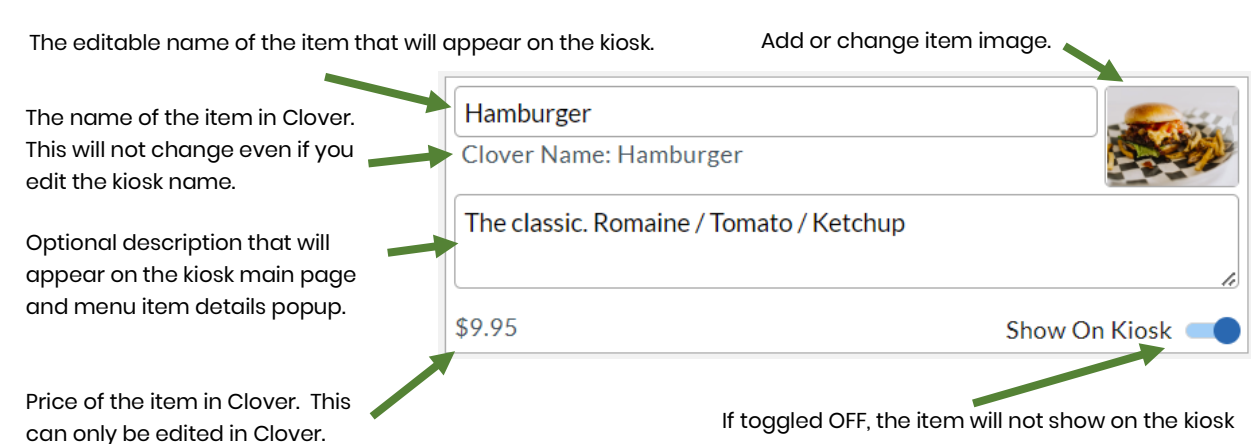


Editing Categories



Editing Menu Items

You can edit any menu item from the "Menu Items" tab.



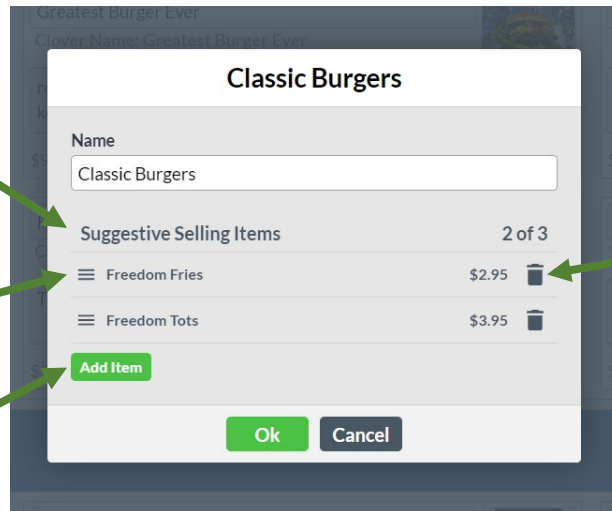
Setting Suggestive Selling Options

One of the most effective things your Ordering Kiosk can do for you is consistently prompt your customers for suggested cross sell and upsell items. You can set unique items to prompt your customers with by Category. To set, from the Menu Items tab, click anywhere in the blue bar of the Category you wish to edit.

Items that will be shown to users each time they add an item from this category. Up to 3 items can be added per category.

Drag this icon to change the order that the suggested items are shown.

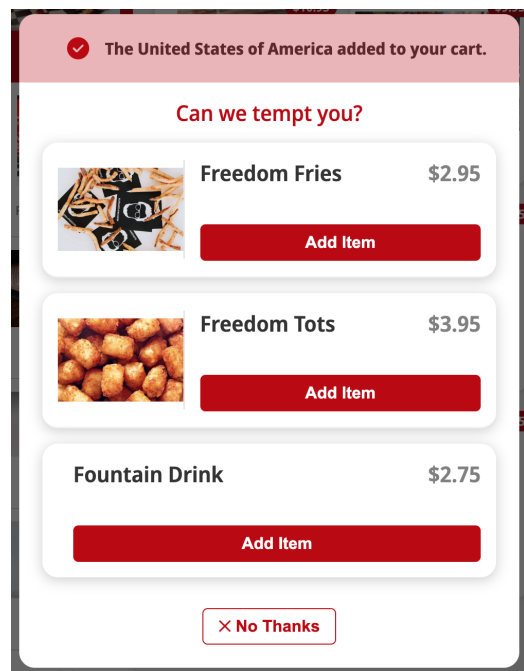
Click to add additional menu items to be suggested (up to 3)



Click to remove an item from the list.

On the kiosk, each time a customer adds an item from that category, they will be prompted with the suggestive sell items.

If the item has modifiers, then they will be shown the modifier selection screen when adding the suggested item to their cart.



Editing Modifier Groups

You can edit a modifier group to change the name it will show on the kiosk. You can also set the minimum and maximum required selections by a kiosk user (e.g. if you must choose the bread type of a sandwich, minimum would be one and maximum would be one).

Click the edit icon to change the name the Modifier Group will show on the kiosk and to set minimum/maximum selections.

Optionally change the name of the modifier group for the kiosk only (will not change its name in Clover).

Set minimum number of modifiers that a customer must select on the kiosk. If set to 1 or more, they will be prompted to make a selection before they can add the item to the cart.

Set maximum modifiers the customer can select on the kiosk. If set to "none" the customer can select any

Editing Modifiers

You can edit any Modifier from the "Menu Modifiers" tab.

The editable name of the item that will appear on the kiosk.

The name of the item in Clover. This will not change even if you edit the kiosk name.

Price of the item in Clover. This can only be edited in Clover.

Optionally add a description to any modifier.

If toggled OFF, the item will not show on the kiosk

Text When Ready (Optional)

Text When Ready is a way to notify your guests when their order is ready and available for pickup. Text When Ready can be enabled for specific order types (e.g. for dine-in only) or for all order types in the Order Types section of Commandpoint.

Name	Show On Kiosk	Display Name	Order Identifier	Text When Ready
Dine In	<input checked="" type="checkbox"/>	Dine In	Number	<input checked="" type="checkbox"/>
Kiosk Order	<input checked="" type="checkbox"/>	Carry Out	Number	<input checked="" type="checkbox"/>

When enabled, customers are prompted to enter their mobile number before paying for their order.

Text When Ready uses a 3rd party texting service called Twilio. In order to use this feature you must first sign up for a Twilio account at: <https://twilio.com/signup>. There is a cost of \$0.0079 (less than one penny)* per text message sent.

Once you have setup your Twilio account, you will copy the Account Info to the Twilio Configuration section in Commandpoint. Confirm that your information is correct by clicking the “Send Text Message” button to send a test text message.

On Twilio Website

Account Info

Account SID
#C3a95574b64cda80236806c844ae89483

Auth Token
..... Show

My Twilio phone number
+1402410266 View all numbers

On Commandpoint Website

Twilio Configuration

You'll need a Twilio account to use Text When Ready. Once you've created your account, the required information below can be found on your Console page.

Account SID
#C3a95574b64cda80236806c844ae89483

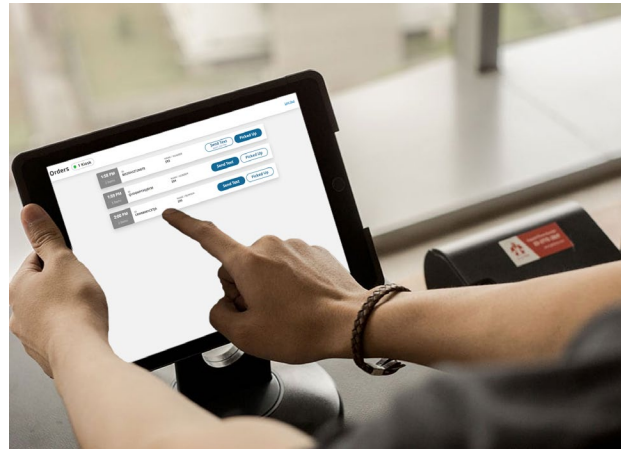
Auth Token
bd9e4e526042d1c8b7de0e07e2170437f

From Phone Number
+1402410266

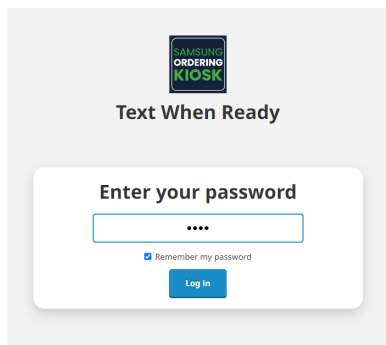
Send Test Message

*Cost is based on current published Twilio rates and subject to change.

To see the orders that have been placed at the kiosk, and to send the text messages, you will need to show the Controller Page on a device of your choice. We recommend an iPad or Android tablet.



Copy the Controller Page URL from the Text When Ready section in Commandpoint. Enter this URL into any browser.



You will be prompted to enter a Password. This Password is set in the Text When Ready section of Commandpoint. We recommend using a 4 or 6 number PIN (e.g. 1234), just like used for your Clover devices. If you check the box for “Remember Password” it will remain logged into the controller, without having to reenter the password.

Orders ● 1 Kiosk ← # of Kiosks online with Text When Ready Order Number, Name or Table Tent Number Tap to send text. [Log Out](#)

Timestamp of when order was placed.	ID	NAME / NUMBER	Send Text	Picked Up
1:58 PM 2 Items	MX2DASZ72RBT8	S93	Send Text SENT: 2:01 PM	Tap to clear order.
1:59 PM 3 Items	QVGQWPTDJRYM	S94	Send Text	Picked Up
2:00 PM 4 Items	C8W8B98TCXTJA	S95	Send Text	Picked Up

Clover Full Order ID

If the # of Kiosks online is 0 or if the dot is red, then there is a communication problem from at least one kiosk. Tap the icon to see which kiosk(s) are offline then ensure that all of your kiosks are connected to the internet. If the kiosk that generated the order is not online, then the text message to the customer will not be sent.

Note: If Text When Ready is enabled for any order type, then the Pay at Counter feature is automatically disabled.

Attract Loop (Optional)

The attract loop is the content that runs on the screen when the kiosk is not in use. The default attract loop, shown here, displays an “Order Here” message with a pulsing “Start” button to capture the customers attention. The color of the text and button will be whatever color you set as the “Accent Color” on the Kiosk Settings tab in Commandpoint.

You can change the Attract Loop to show any images or videos that you would like.



Attract Loop File Specifications

If you are creating your own Attract Loop content, please use these specifications:

- Size: 1080 pixels wide x 1920 pixels tall
- Video Format: MP4 (H.264) at 10Mbit or less
- Image Format: JPG or PNG

You're done!

You are now ready to setup your kiosk
and start taking customer orders.