Clover Kitchen Instructions

June 6, 2024
Presented By:
Marc (Kis Payments) & Inderpal

Content

- Introduction
- Compatible Devices
- Kitchen Printers
  - Basic Set up requirements (network requirements)
  - How to add printer
  - How it will print the order receipts
  - Set up Order Receipt Appearance
  - Set up Order Number Options
  - Configuring Static IP Address
  - Workaround for Ethernet Connection on Printer
  - Alternate language set up
  - Troubleshooting
- Kitchen Display System
  - Overview
  - KDS Set up
  - KDS Settings Options
  - Accessories List
  - Bump bar: What's in the Box
  - Connecting Bump Bar to KDS
  - Replacing the Bump Bar Overlay/Legend Sheet
  - Bump Bar Controls

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023

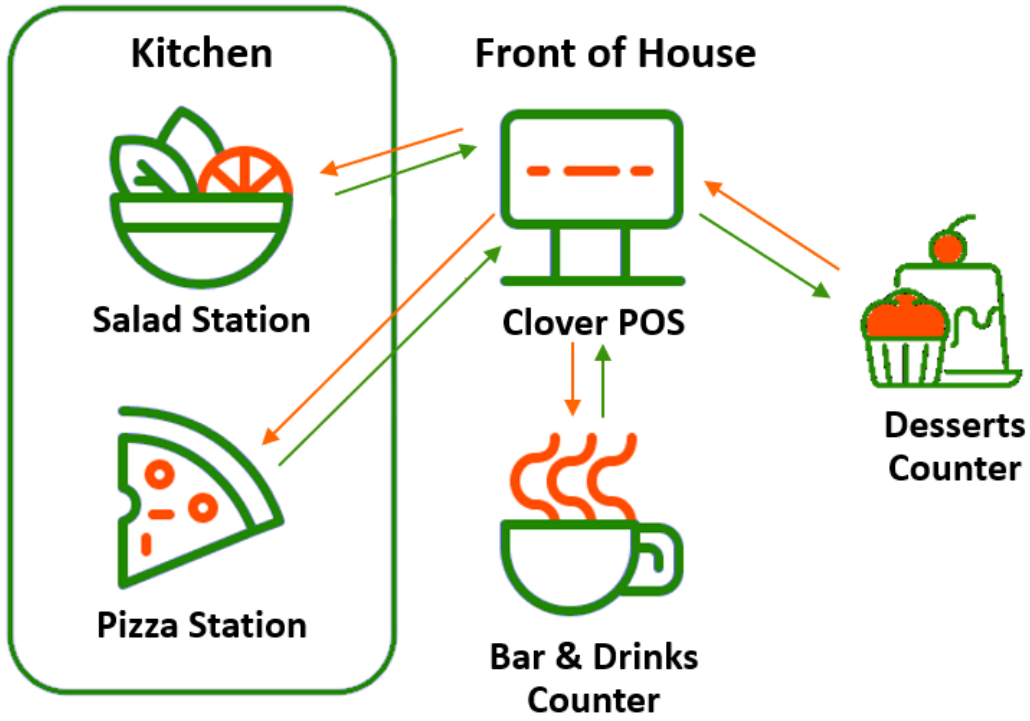
Introduction

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023

Order Instructions to Kitchen

A system for routing orders automatically from the "front-of-house" to the correct kitchen station. Sending orders directly from POS system/website to kitchen offers several advantages:

- **Improved Order Accuracy**: By eliminating the need for manual order relay, you reduce the chance of human error. Printed receipts serve as physical documents that both your staff and customers can use to verify that every part of the order is exactly as requested.
- **Enhanced Restaurant Efficiency**: Printing receipts directly to the kitchen streamlines the entire process. As soon as an order is placed, your kitchen staff can start working on it immediately, reducing wait times for customers. Some restaurant owners have reported up to 30% increased staff productivity with automatic printing solutions1.



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Compatible Devices

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

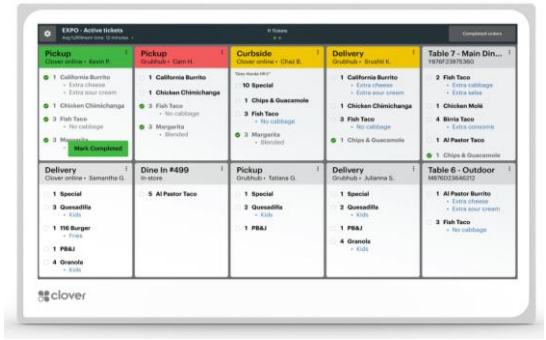
Compatible Devices



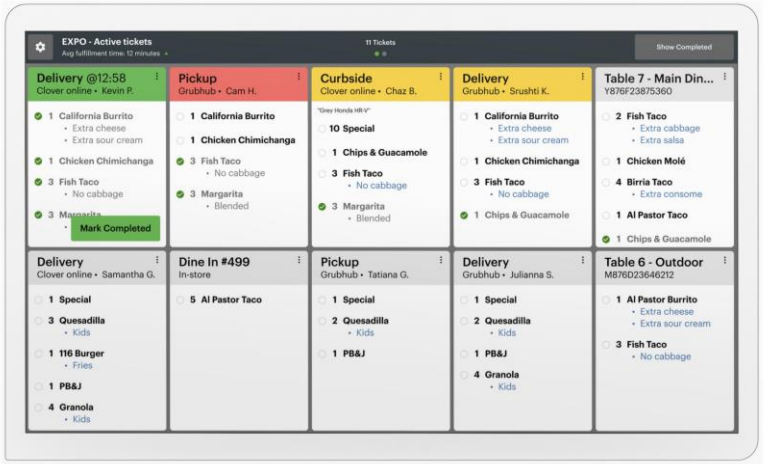
Star SP742 Kitchen Printer



TSP100 LAN Printer



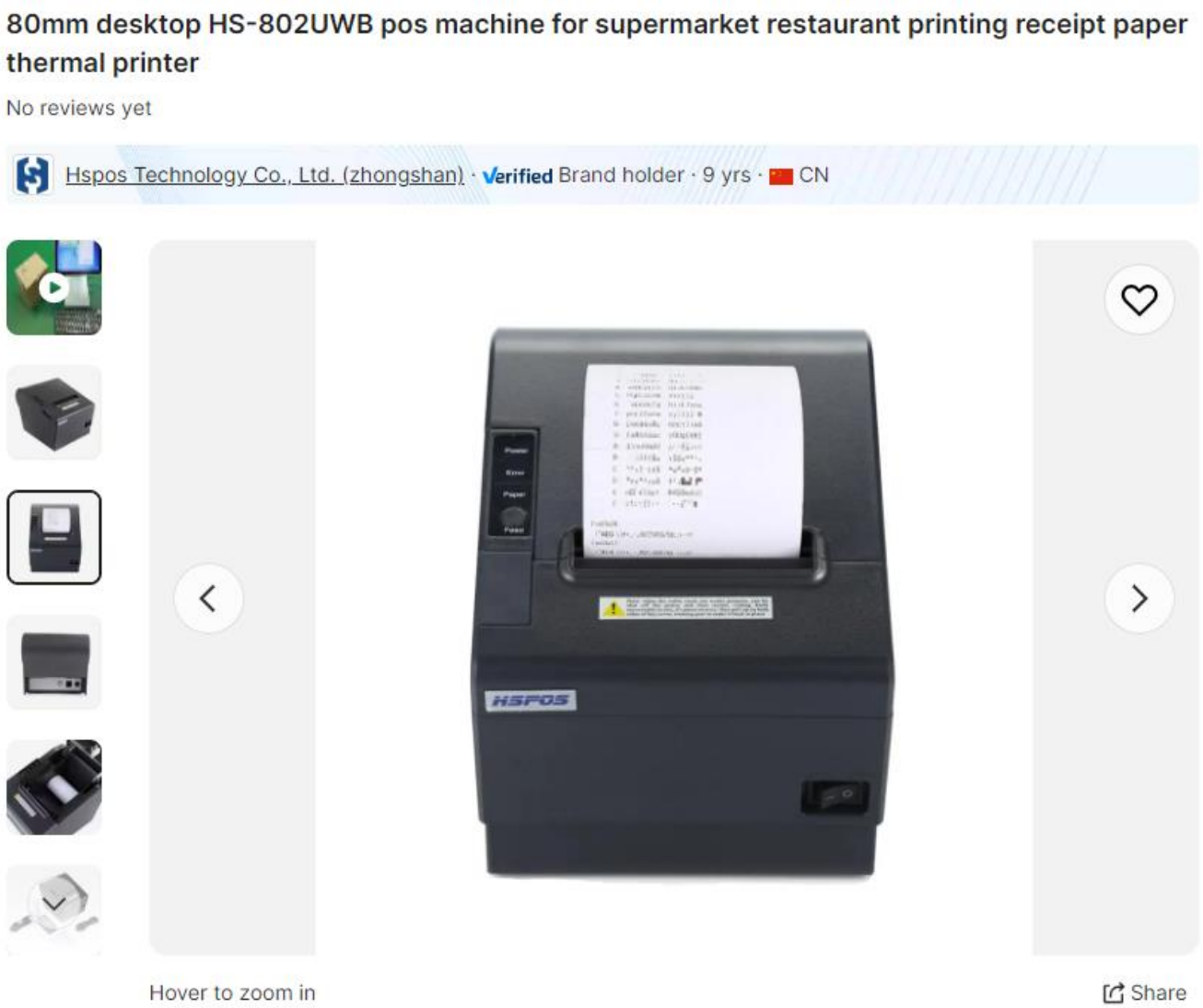
Clover KDS 14"



Clover KDS 24"

NOTE: The SP700 and SP742 are both part of the same printer series from Start Micronics, with slightly different options. The controls and configuration instructions work the same on both models.

Alternate Printers that are being used



https://www.alibaba.com/product-detail/80mm-desktop-HS-802UWB-pos-machine_62395776401.html

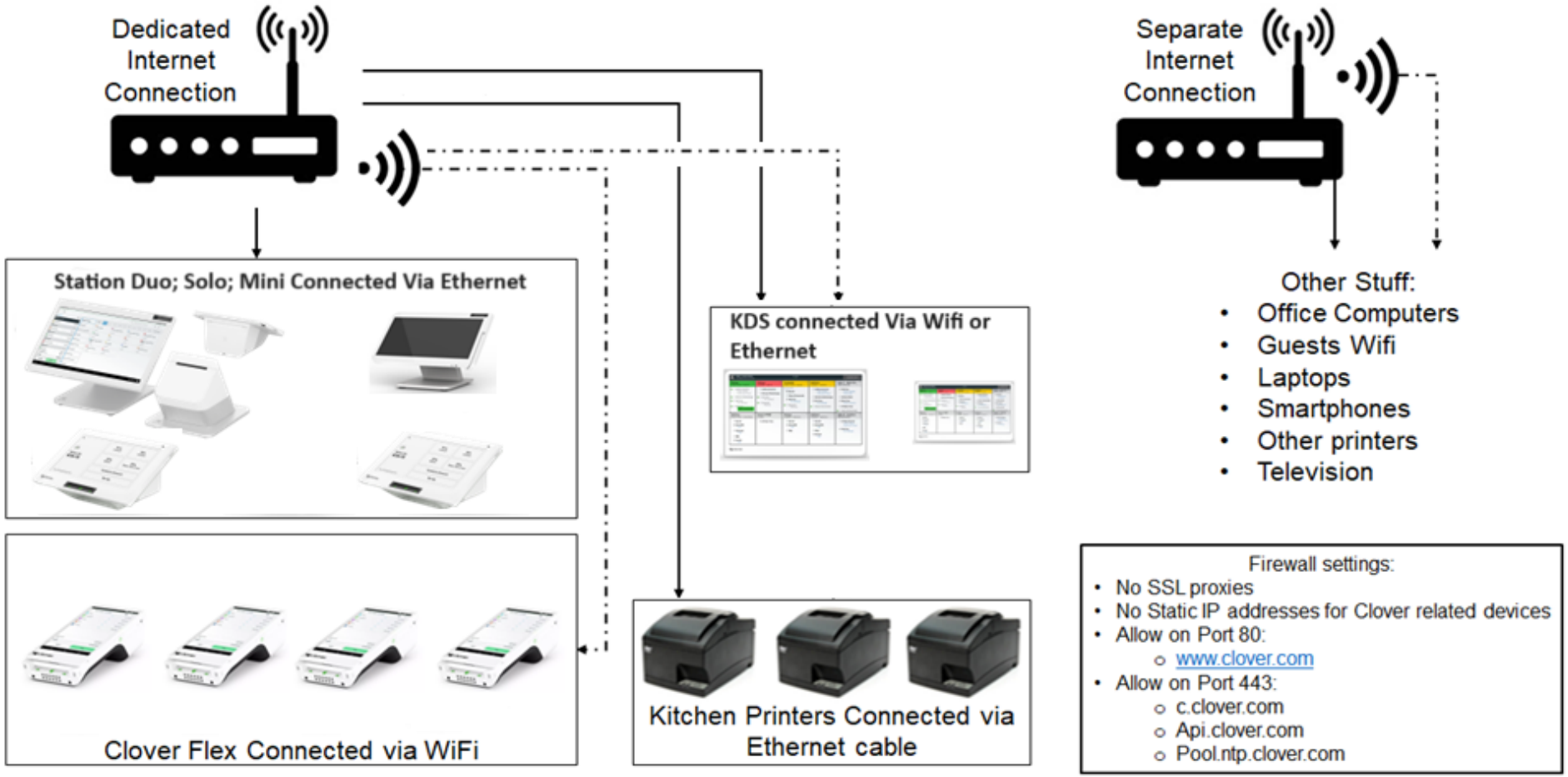
Note: These printers are not listed as compatible device by Clover & Clover team won't be able to assist in troubleshooting in case of failure

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Kitchen Printer Set up

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

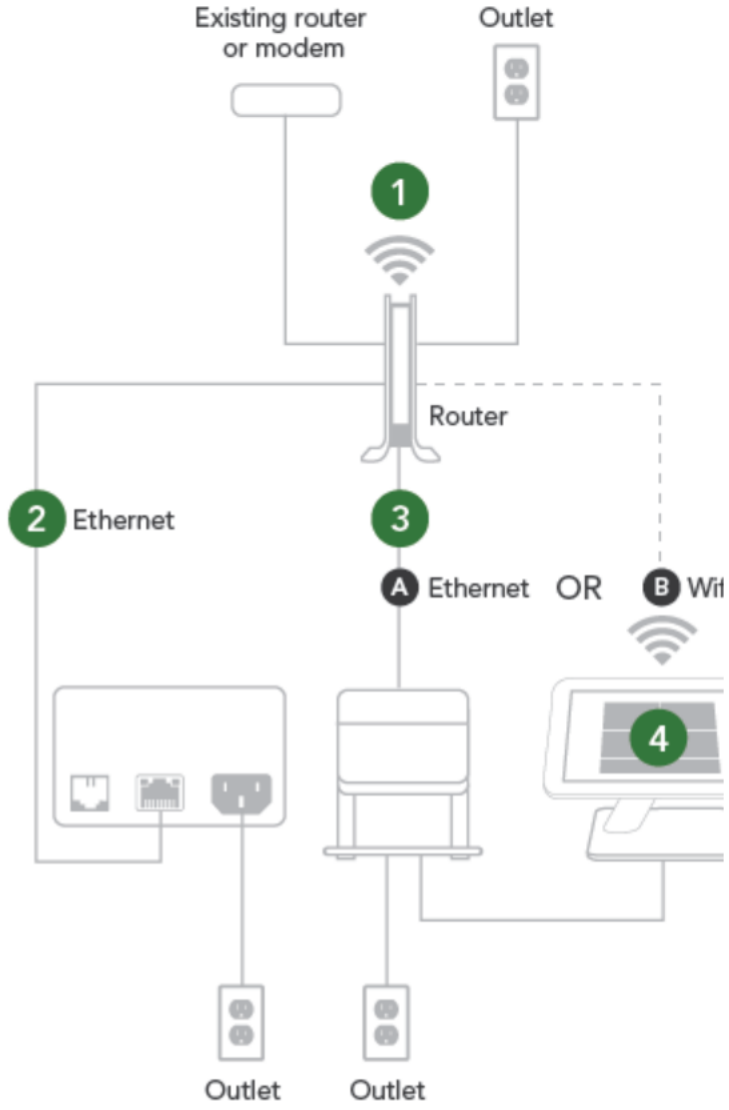
Ideal Network Set up



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Kitchen Printer Set up

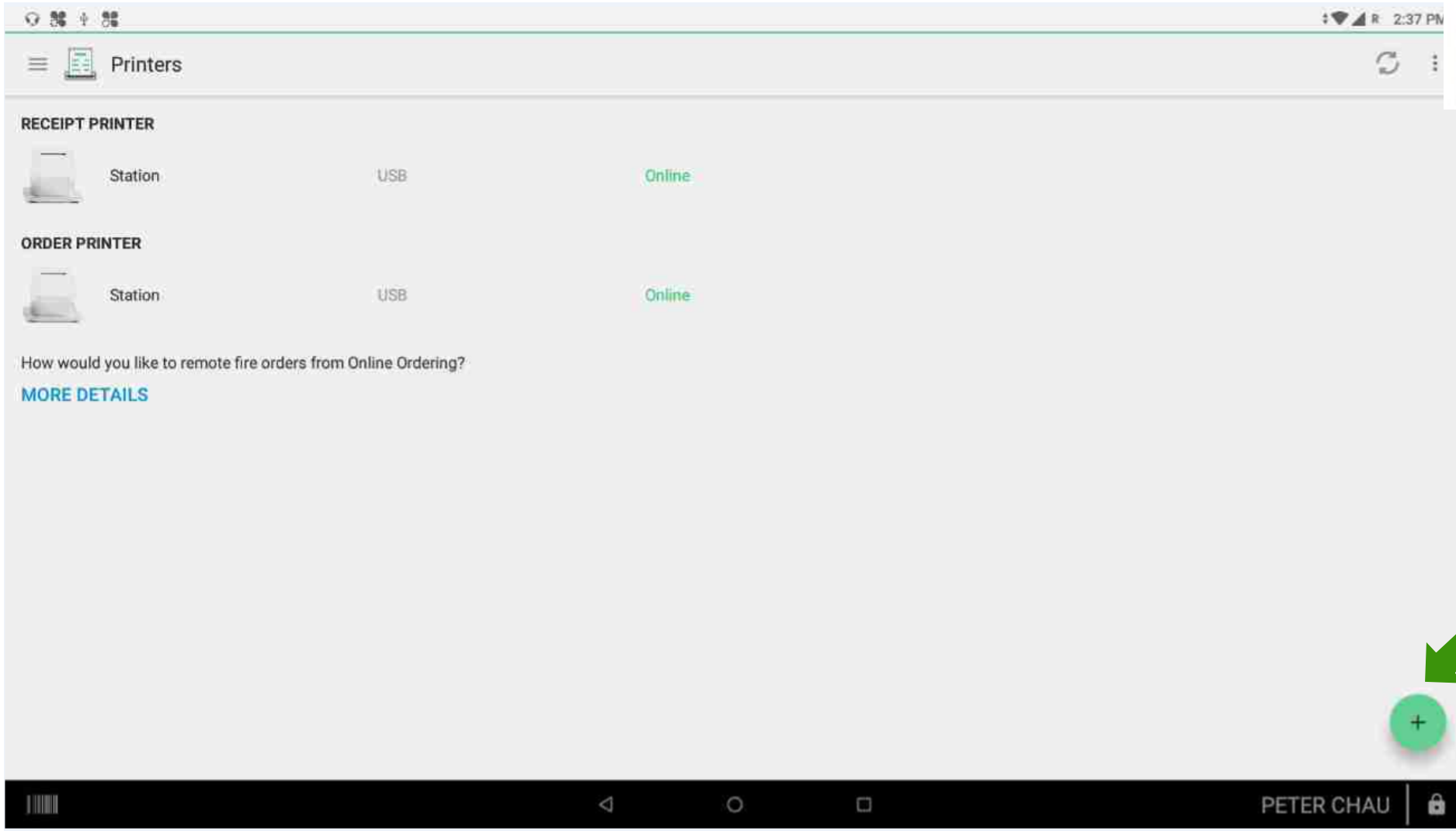
1. Ensure that router is:
    - Plugged in an outlet and on
    - Plugged into an existing modem or router
2. Ensure Kitchen printer is on the same local area network (LAN) as Clover Devices.
3. Load the paper in printer, plug in power cord and flip switch on



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

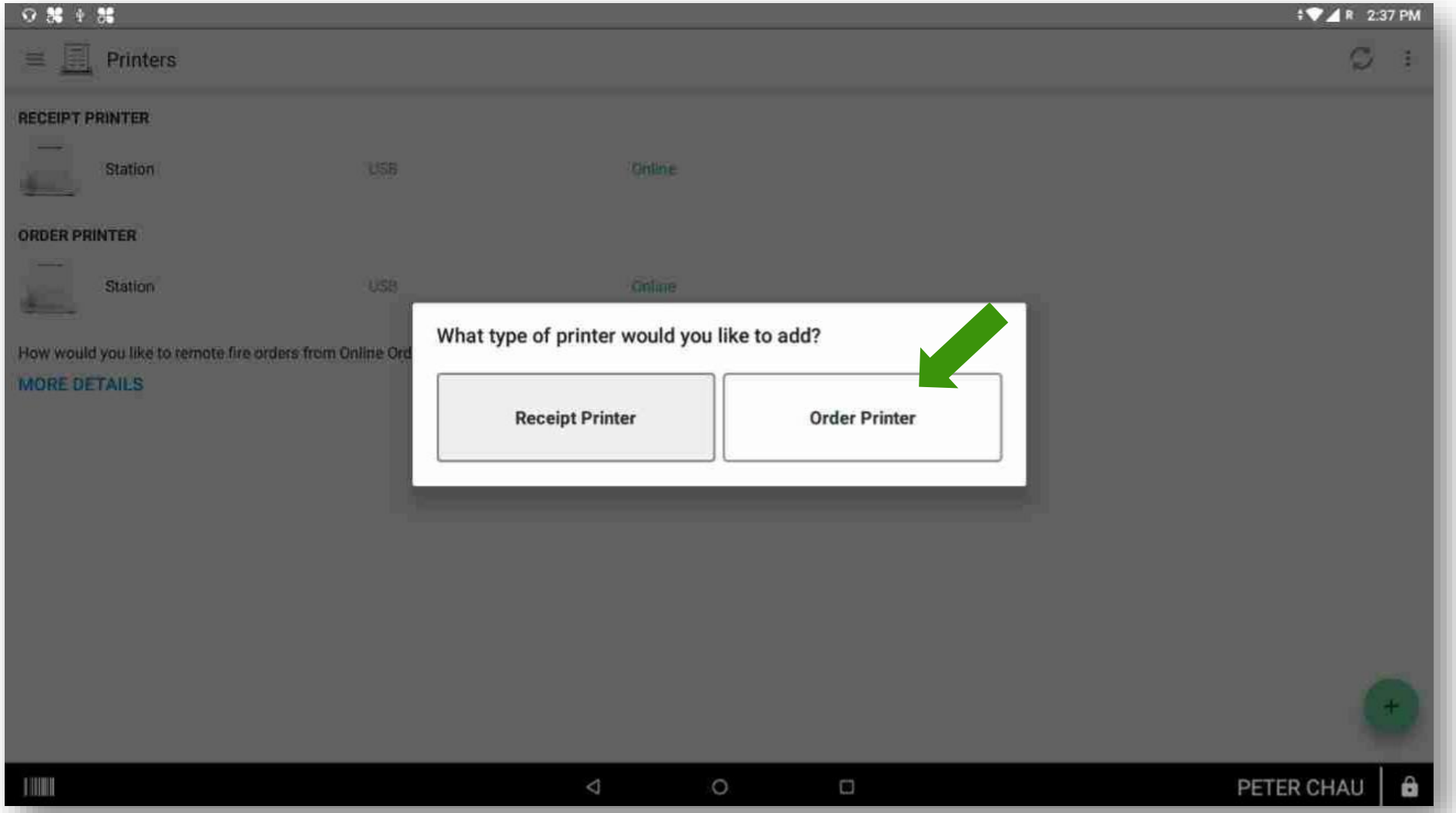
Add Order Printer | Printers APP



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

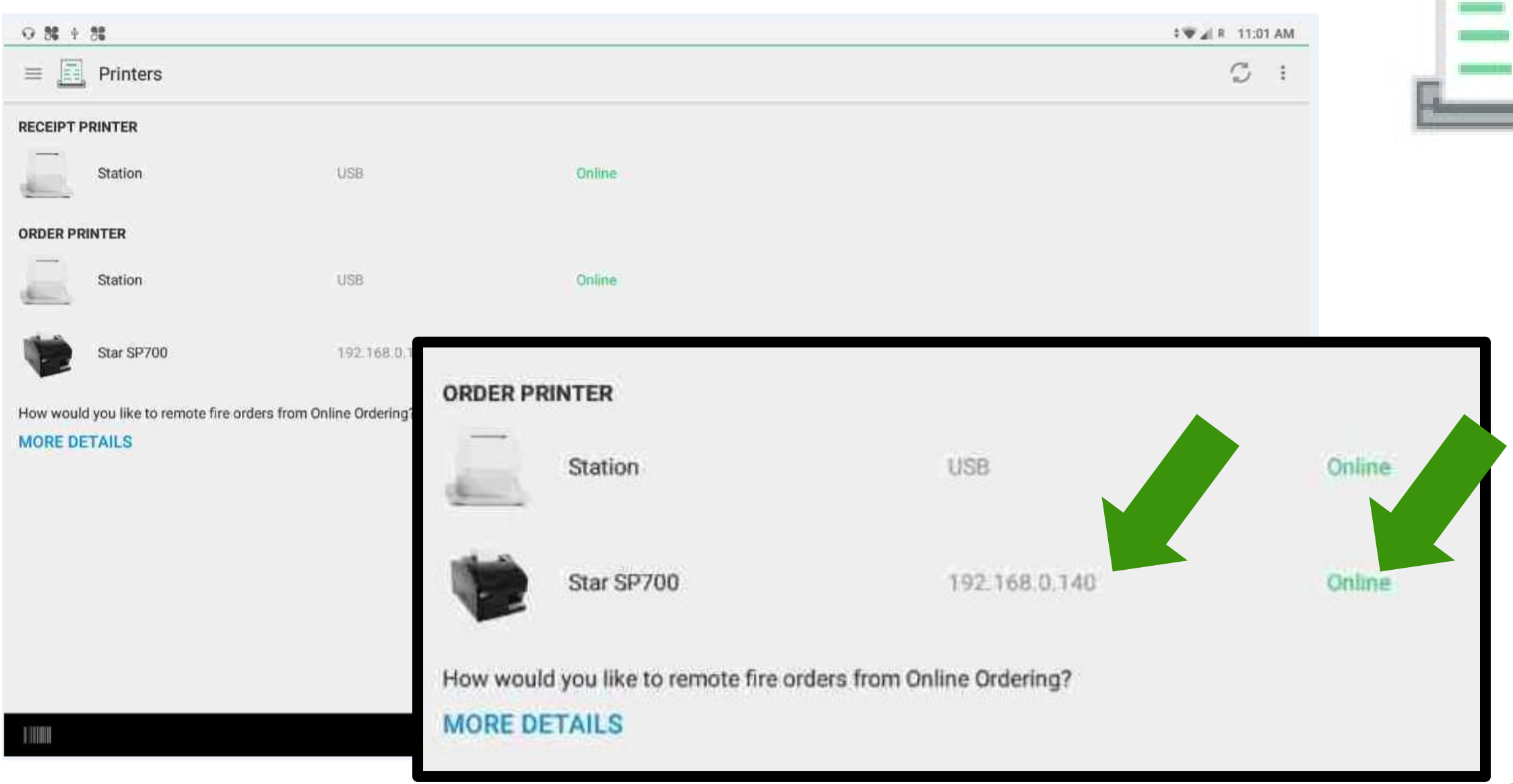
Add Order Printer | Printers APP



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Add Order Printer | Printers APP

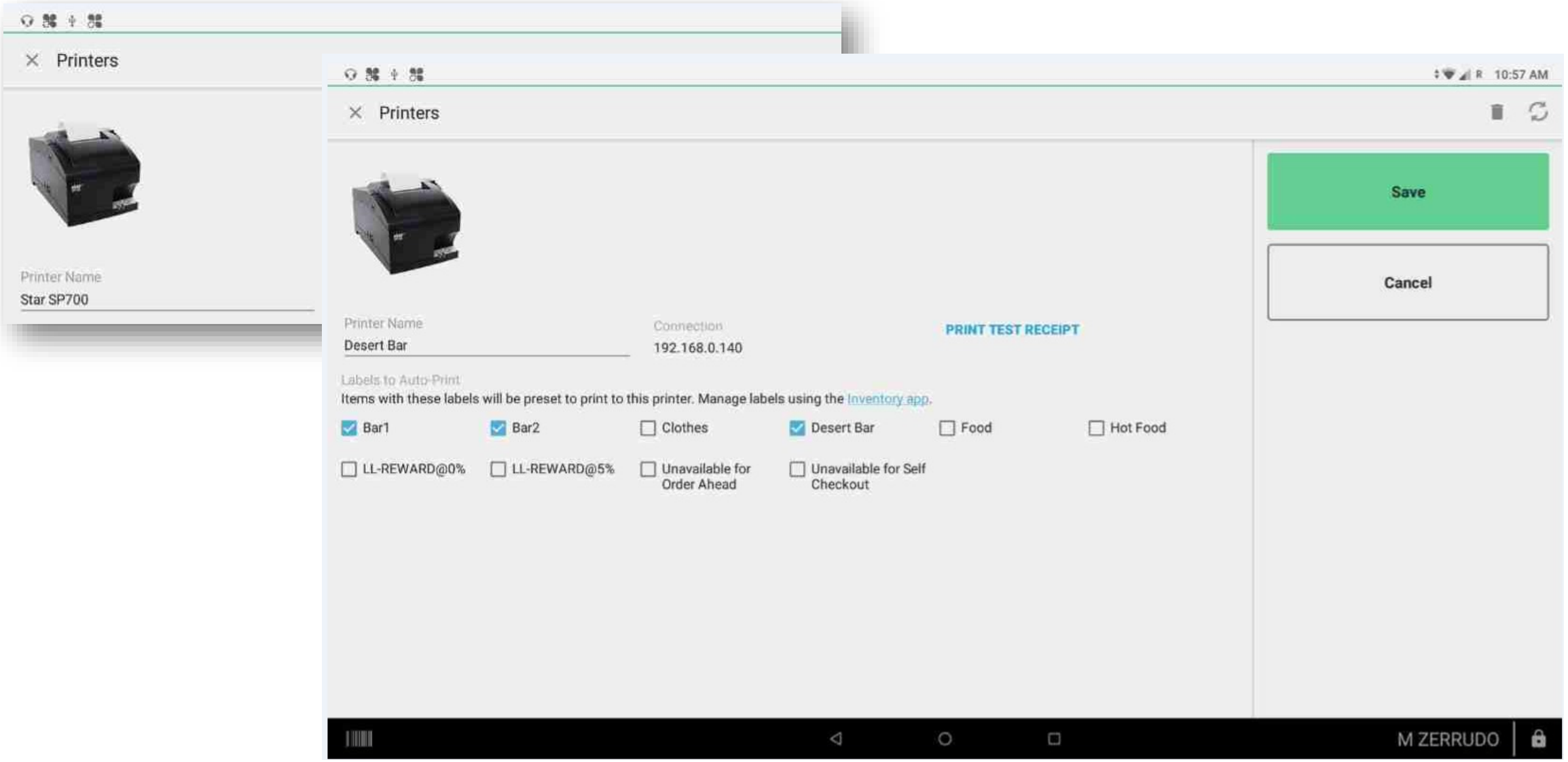


© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

fiserv.

Printer Name and Label Setup | Printers APP

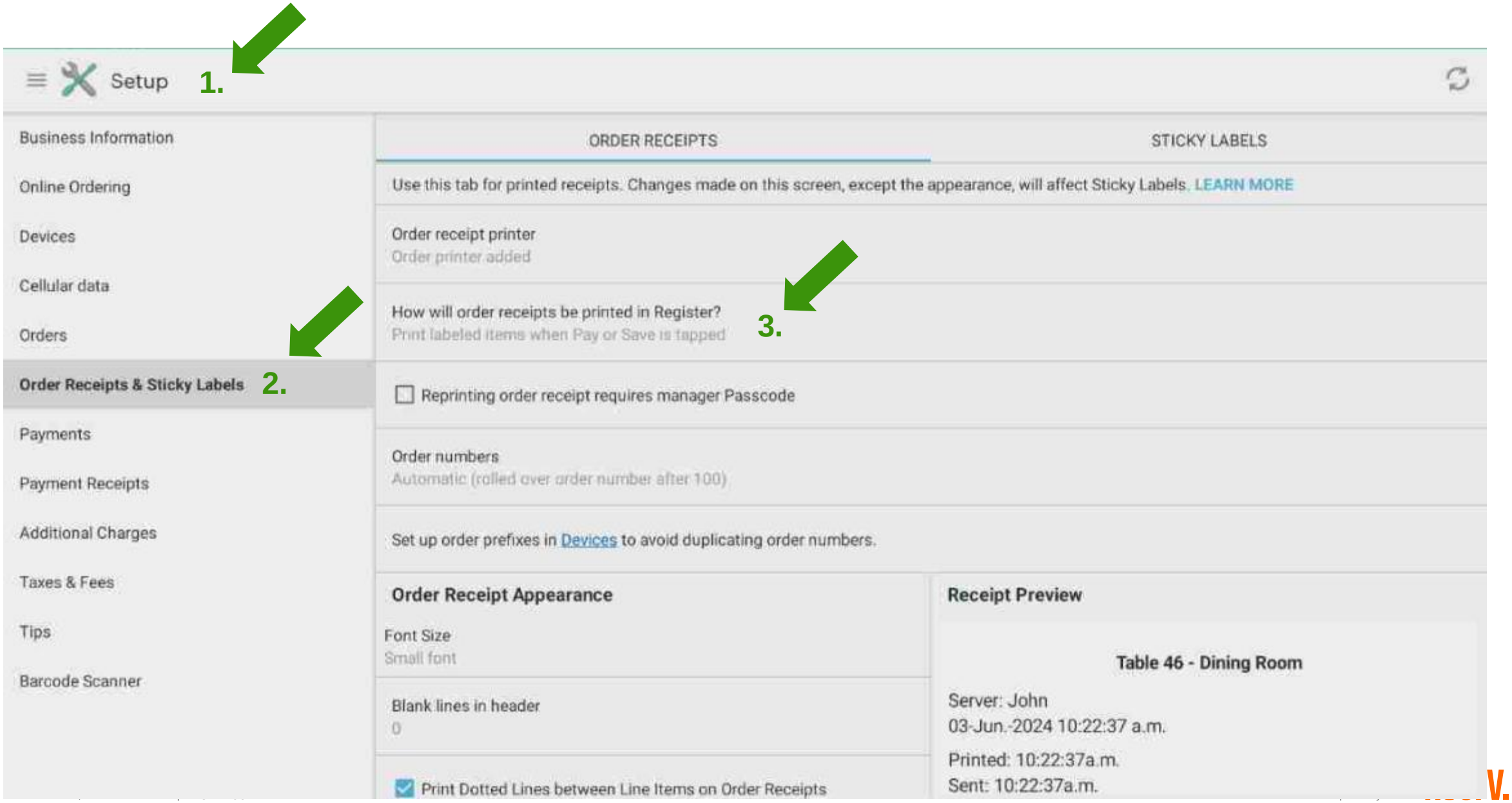


© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

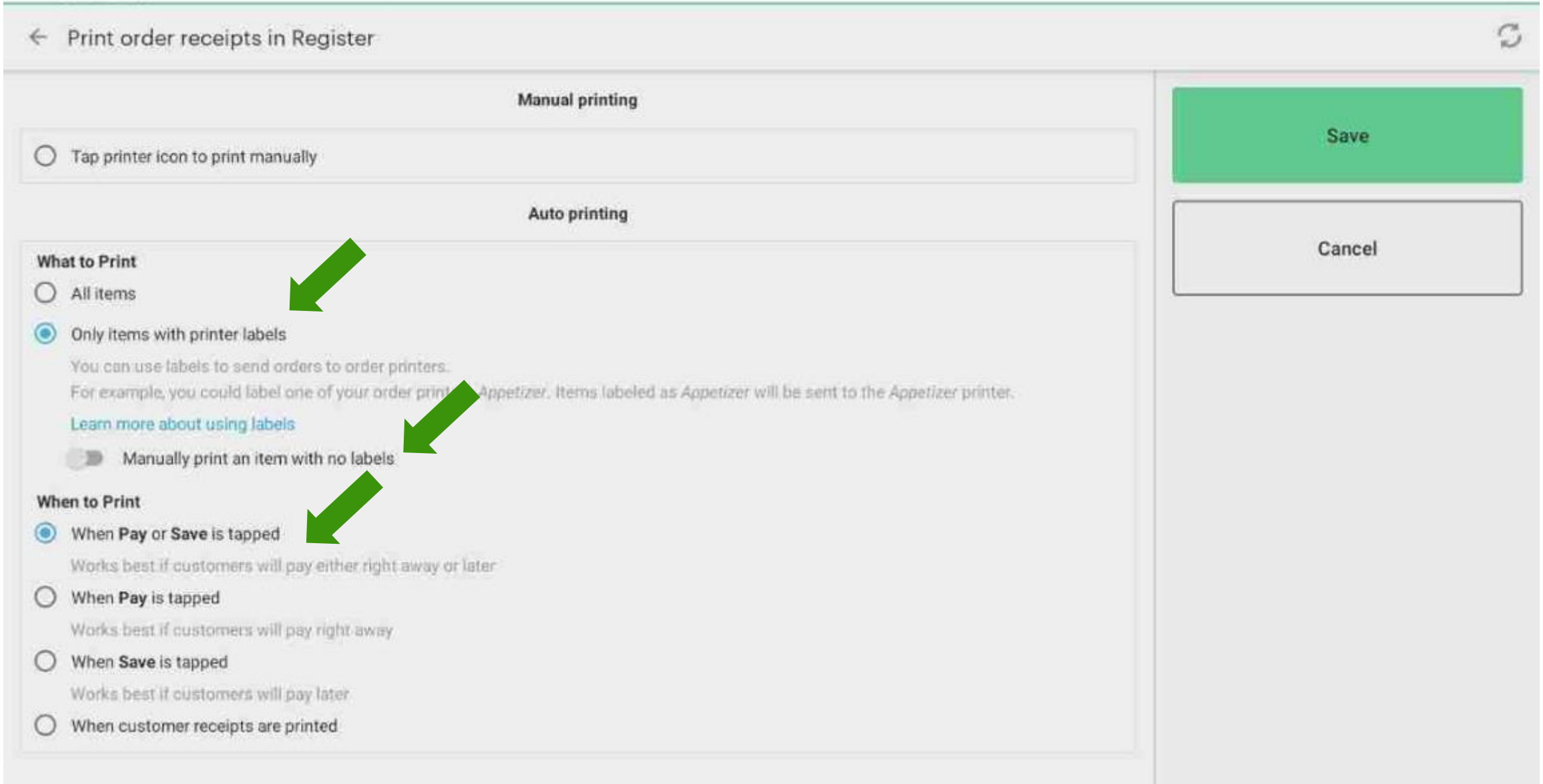
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Order Printer Configuration | Setup APP

[Link to Help Article]

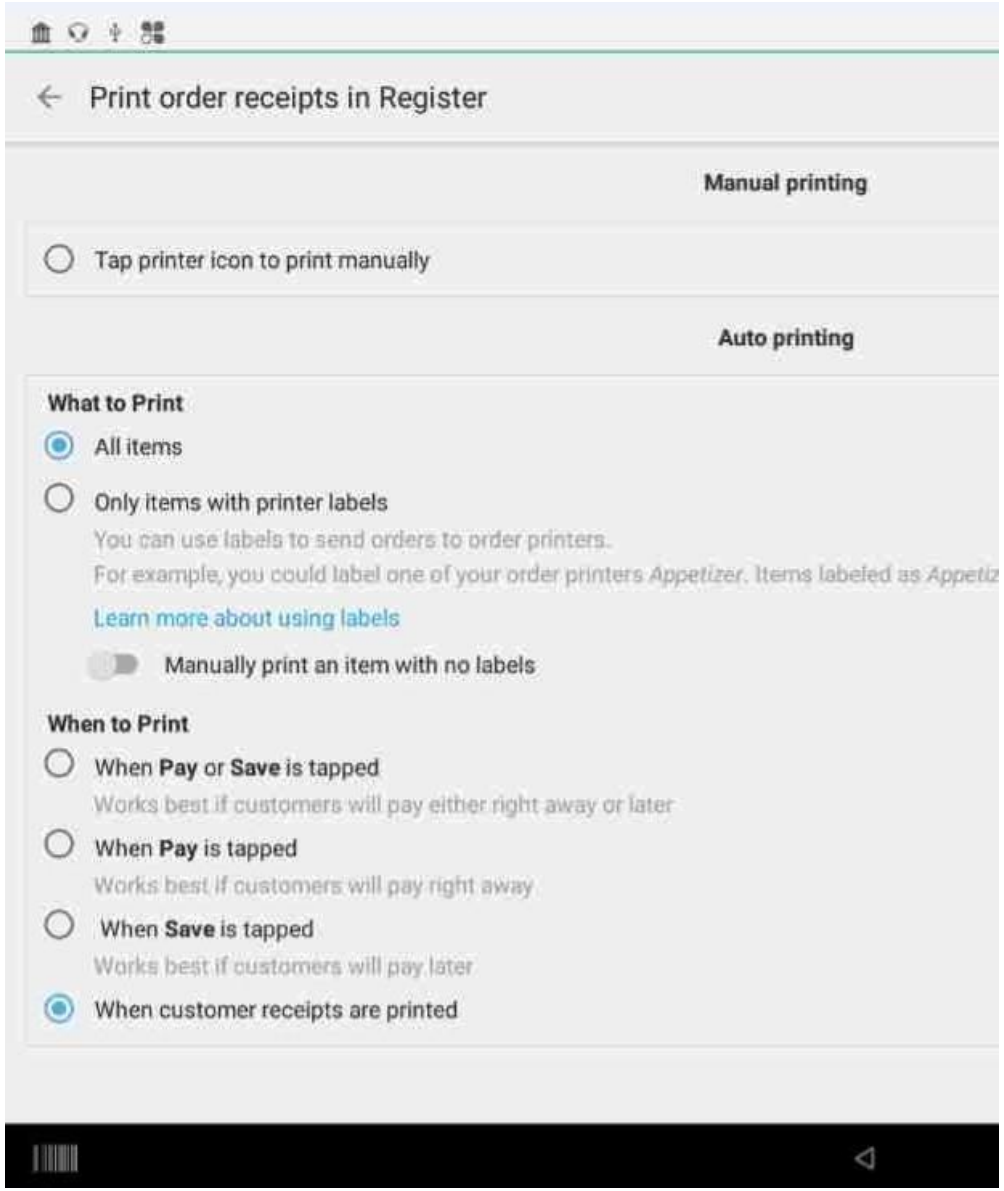


Order Printer Configuration | Setup APP



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Order Printer Configuration | Setup APP

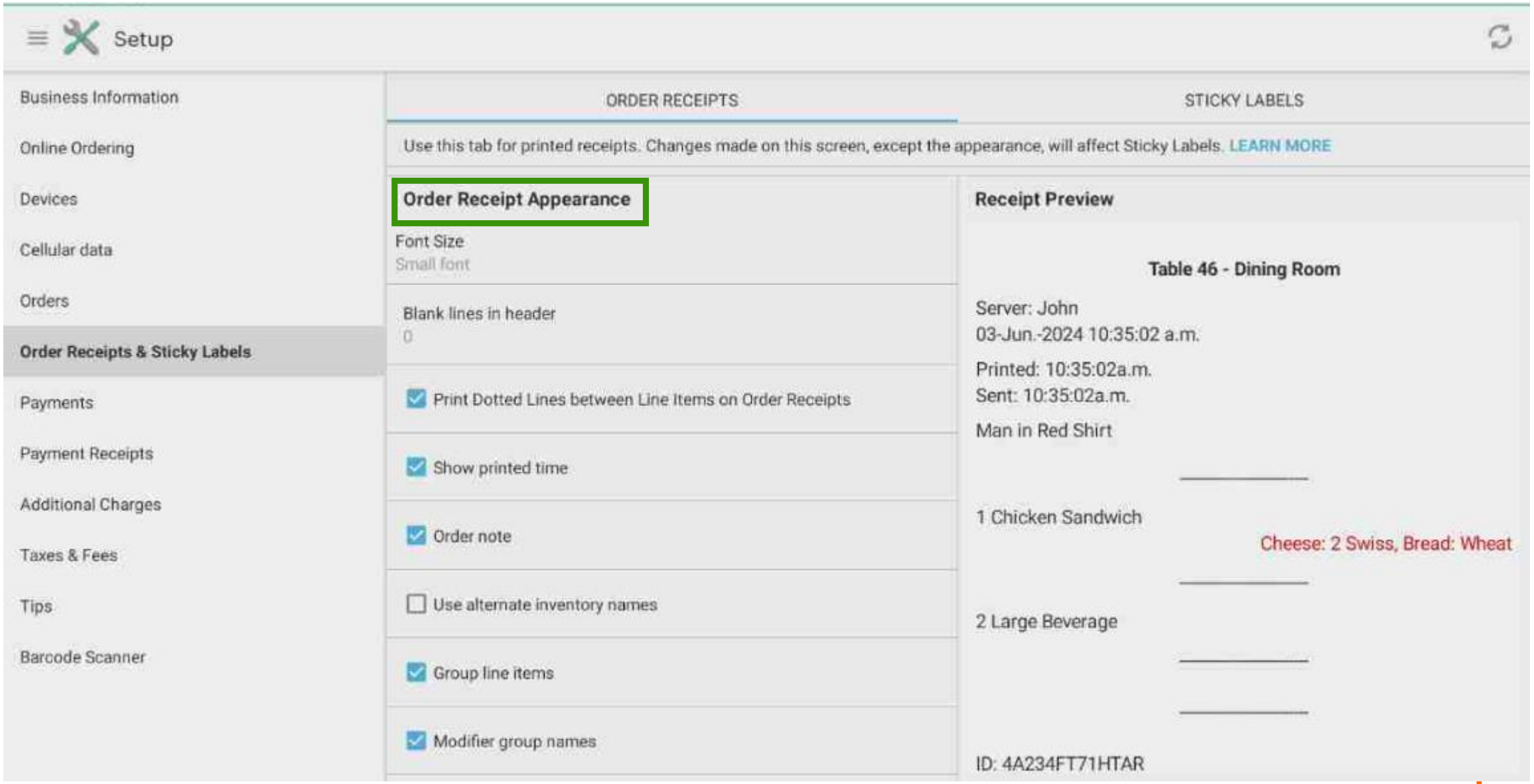


"When to Print" options:

- **When Pay or Save is tapped**: Immediately prints when the server taps the Pay or Save button. Customer pays either right away or later.
- **When Pay is tapped**: Immediately prints when the Pay button is tapped. Customer pays right away.
- **When Save is tapped**: Immediately prints when the Save button is tapped. Customer pays later.
- **When customer receipts are printed**: Prints only when the customer receives a receipt.

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Set up Order Receipt Appearance| Setup APP



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Set up Order Receipt Appearance| Setup APP (continued)

Options include:

- **Larger fonts:** You can increase the font size on order receipts to make them easier to read. Non-Latin characters (such as Chinese characters) will be smaller than their Latin counterparts.
- **Blank lines in header:** Add blank lines to the top of an order receipt if you need extra space on your receipts.
- **Order Note:** Order notes allow you to communicate customer preferences on order receipts. Order notes are enabled in Setup app >Orders.
- **Use alternate inventory names:** Set this option to print an alternate inventory name on the order receipt instead of the item name. Assign an alternate name to an item in the Inventory app. After the alternate name is entered and this feature is selected, only the alternate name prints on the order receipt. It does not print on the customer receipt.
- **Group line items:** Grouping similar items helps to simplify your order receipt and save receipt paper. The total number of items prints next to the item instead of the same item printing multiple times. Similar items that have different modifiers will not be grouped together.

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Set up Order Receipt Appearance| Setup APP (continued)

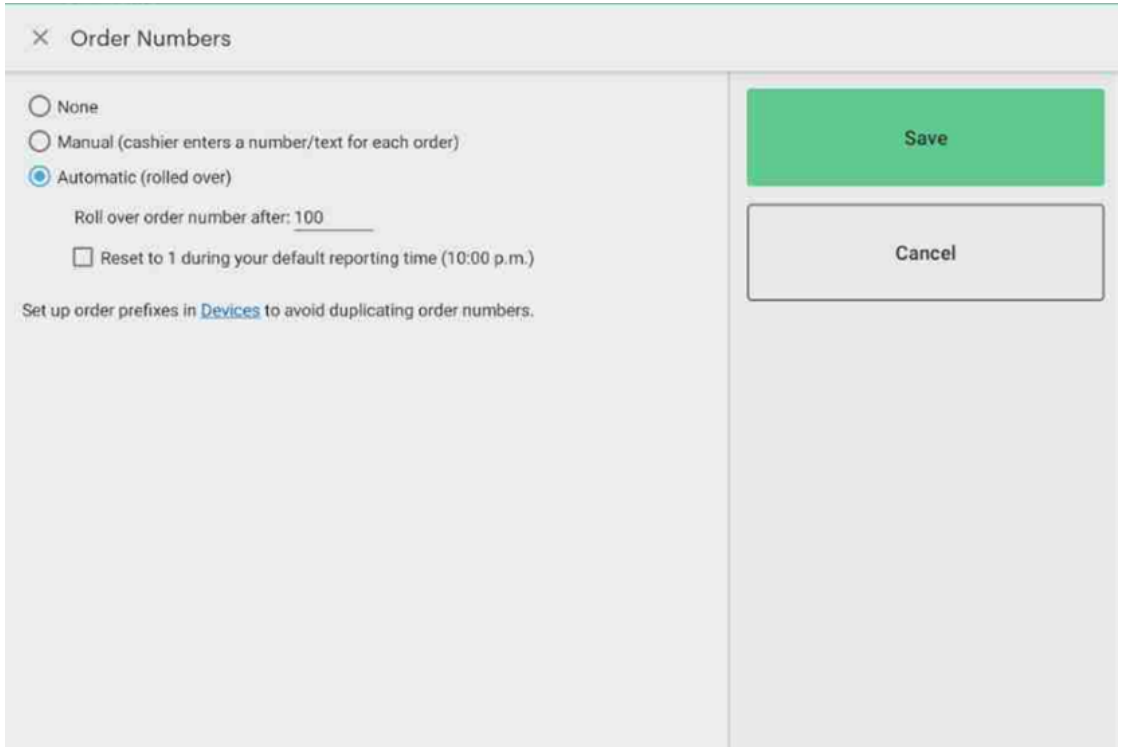
Options include:

- **Show modifier group names:** Print the modifier group name for each modifier on the order receipt to help the kitchen staff quickly scan the order by modifier group.
- **Condense modifiers:** If you select the condense modifiers option, all modifiers print in the fewest number of lines, with modifiers separated by commas. For example, if your order has 2 modifiers, instead of printing each modifier on a separate line, modifiers will appear as modifier1, modifier2.
- **Group modifiers:** Instead of printing the same modifiers multiple times, only the number of modifiers print. For example, instead of printing Swiss Cheese twice, the receipt prints 2 Swiss Cheese.
- **Show customer information:** You can print customer information on the order receipt if the information has been added in the Customers app. For example, a store that delivers pizza prints the customer name, address, and phone number on order receipts to make deliveries easier.

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Set up Order Number Options| Setup APP

1. Open **Setup** app
2. Select **Order Receipts**
3. Select one of the following options in the **Custom Order Numbers for Receipts** section:
   - **None**: No order number is assigned
   - **Manual** (cashier enters a number/text for each order): The user types a number/text for each order
   - **Automatic**: Clover device automatically assigns an incrementing number from 1 to the rollover number the merchant selects for their orders including the reset back to 1 option at the start of the default reporting time



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Configuring Static IP Address

LINK: Setting Up a Static IP for Star Kitchen Printer

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Wireless Set up of Star Kitchen Printer using Wi-Fi Adapter

Merchants have connected their Clover devices to wireless printers but this isn't something Clover sells or support.

Merchant may utilize the enclosed guide to set up Kitchen Printer on Wireless

LINK: Set up Wi-Fi router for Star Wireless Printer



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Alternate language set up

Option 1

Adding an alternate name to an item listed in the inventory allows the user/merchant to print those items in a second language or using a more commonly used or familiar terminology

Option 2

Specifically for Chinese Language

Get **Chinese language Star Micros Printer N-SP742-CHN Printer**

Its enable to print Kitchen Receipt in Chinese Language

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Troubleshooting Kitchen Printer

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Syncing Printer with Router

Procedure describes a method for syncing the communication protocol between the Star Micronics SP742 (Kitchen) Printer and the Router by forcing the printer to recognize the IP assignment mode of the router (Static or Dynamic)

LINK: Sync Star Printer with Router

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Network Diagnostics for Kitchen Printer

Procedure helps to ensure the kitchen printer has all the appropriate settings enabled for network communication.

LINK: Printer Communication Troubleshooting

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Troubleshooting Kitchen Printer

Helps to troubleshoot the following issues with the Kitchen Printer:

- Printer is Wasting Paper
- Print Output is Too Small
- Installing Paper Roll
- Changing the Printer Ribbon
- Printer Ribbon Misalignment

LINK: Troubleshooting Kitchen Printer

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Clover KDS

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Clover KDS

Supported Plans: Register, CSR, TSR

KDS Hardware

- KDS 14” launched in July’23
- KDS 24” launched in March’24
- Both models support Bump bar
- Countertop & Wall Mounting options

What’s new in KDS App

- Audio Notifications
- Cancelled items
- Modifier Changes
- Coursing Support (TSR merchant)

BIG Advantage: KDS can be on different network than the Clover Devices!

KDS not included as an additional device for supported **SaaS Plans** (Register, CSR and TSR)

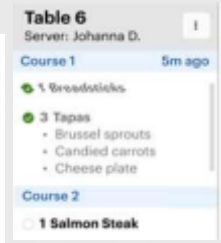
KDS 24”



KDS 14” Launched in July’ 23







© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World’s Most Admired Companies**®
11 out of the past 14 years

fiserv.

What’s in the Box









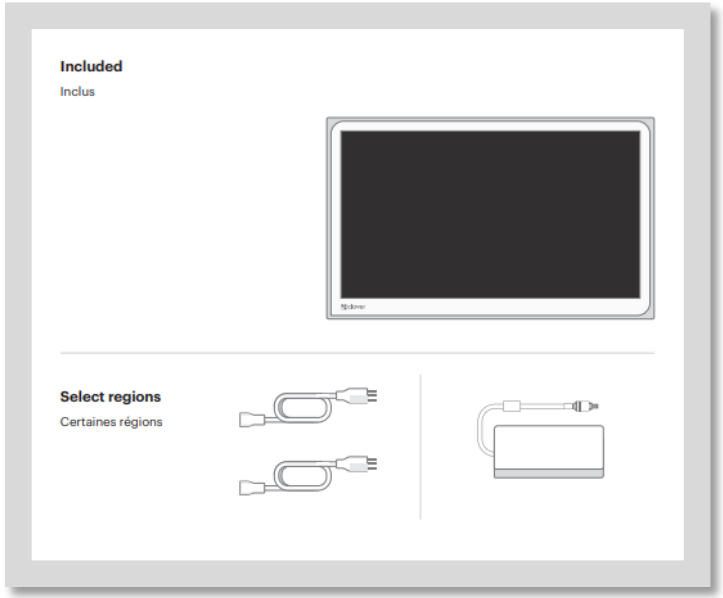
- KDS 24”
- Quick set up guide
- Power Adapter

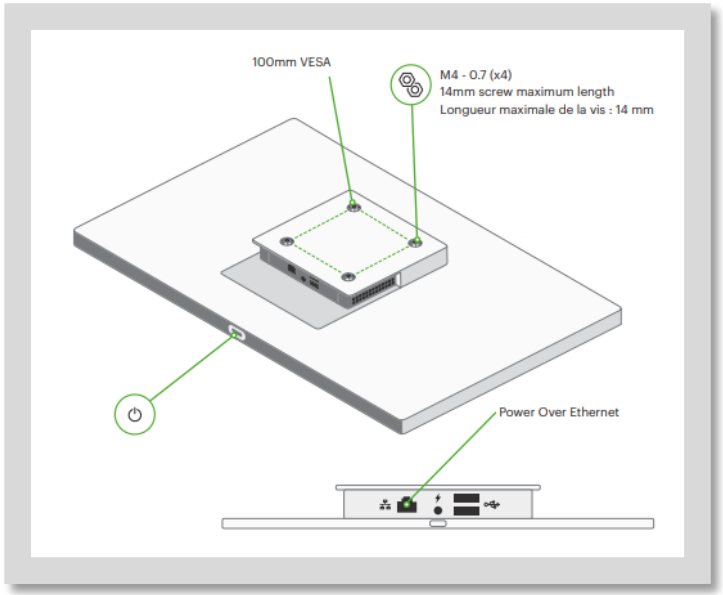
Recognized as one of the FORTUNE **World’s Most Admired Companies**®
11 out of the past 14 years
fiserv.

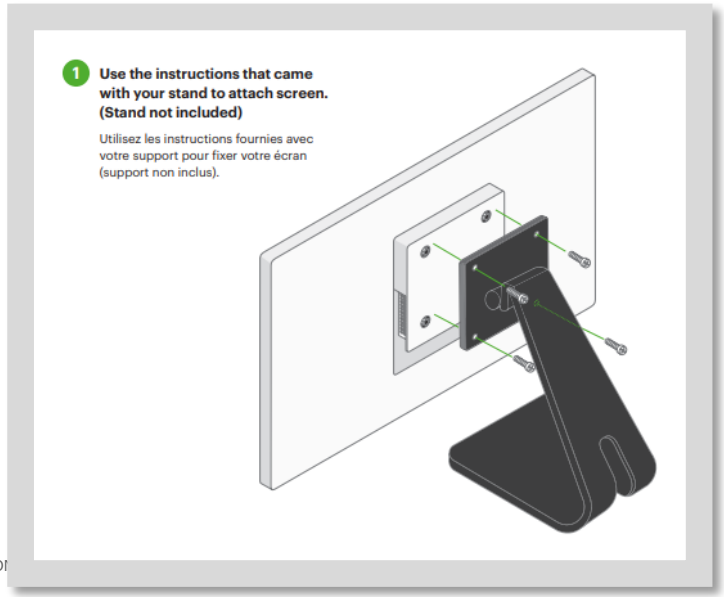
KDS Set up

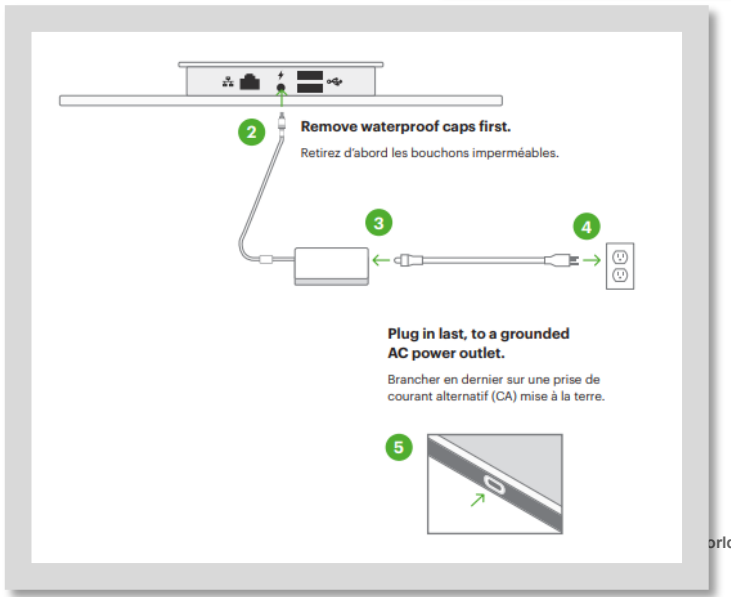
[LINK: Clover KDS XLQuickStartGuide]









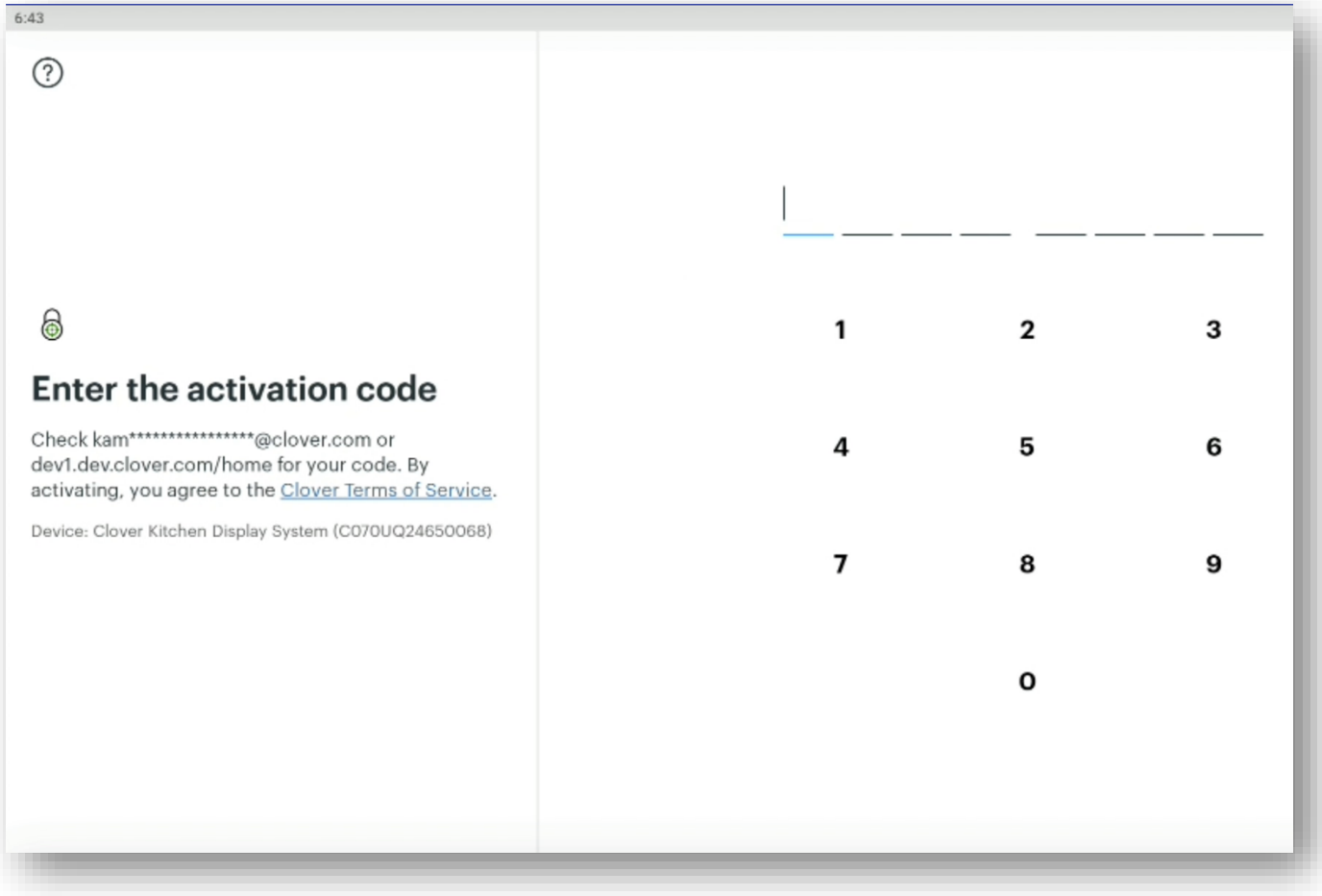


© 2022 Fiserv, Inc. or its affiliates. | FISERV CO
orld's Most Admired Companies®
11 out of the past 14 years
fiserv.

KDS Setup

Clover KDS will follow a similar activation process to other Clover Devices:

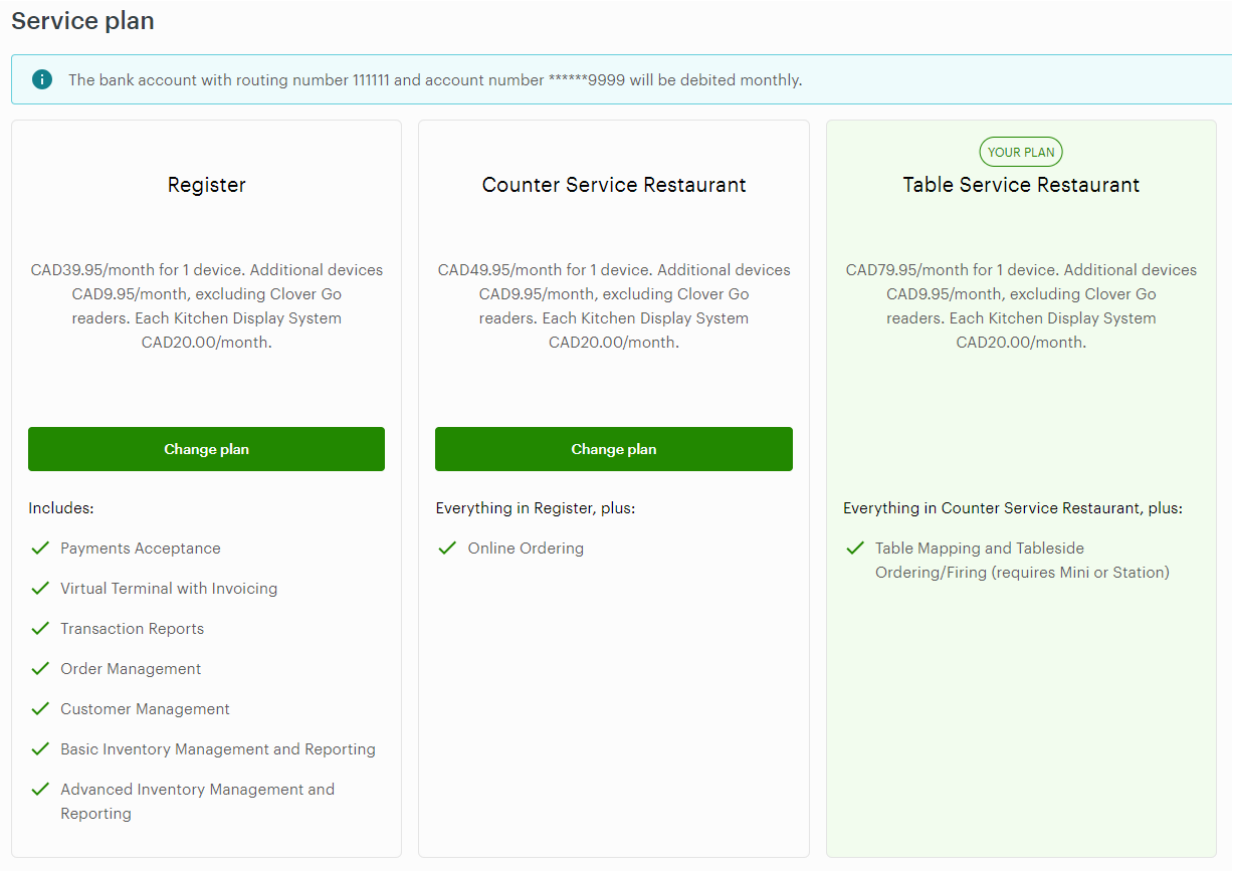
1. Connect to internet (Ethernet and WiFi supported, No LTE)
2. Enter Activation Codes
3. Apps will install
4. Confirm SaaS plan & agree to billing terms $20.00/month for each KDS
5. Name KDS and customize KDS Settings within app (e.g., Inventory, Firing labels, etc)



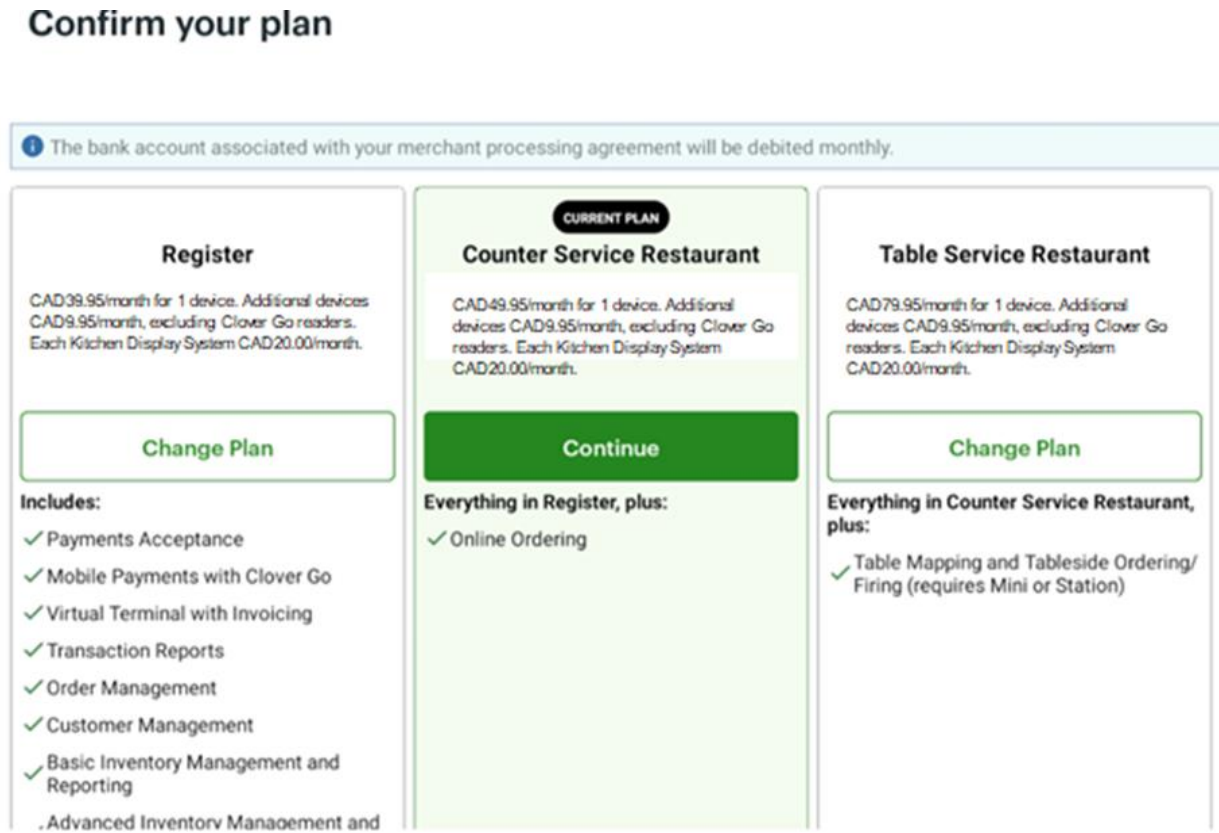
© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Service Plans Updates

Clover Dashboard:



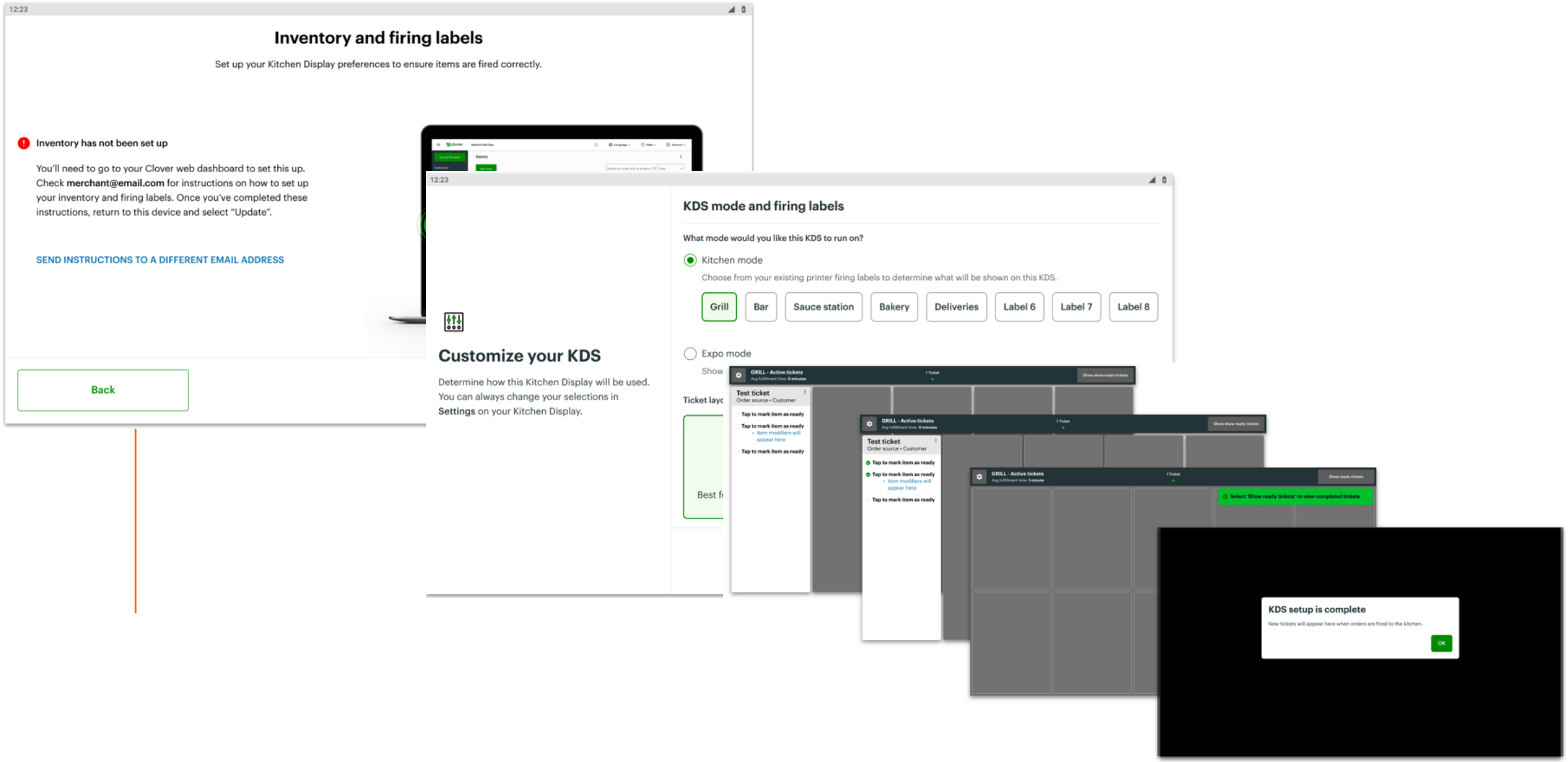
KDS Screen:



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

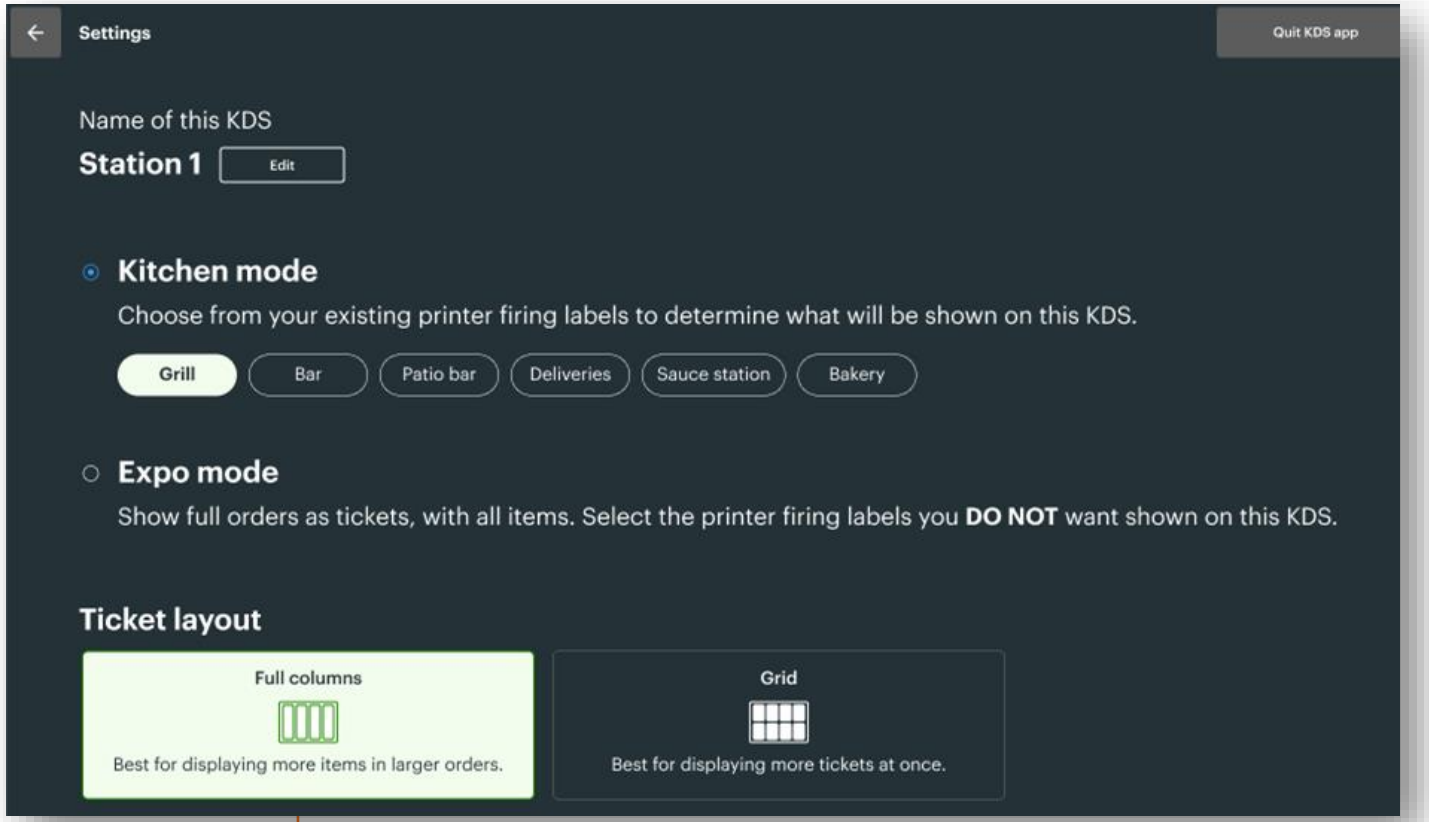
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

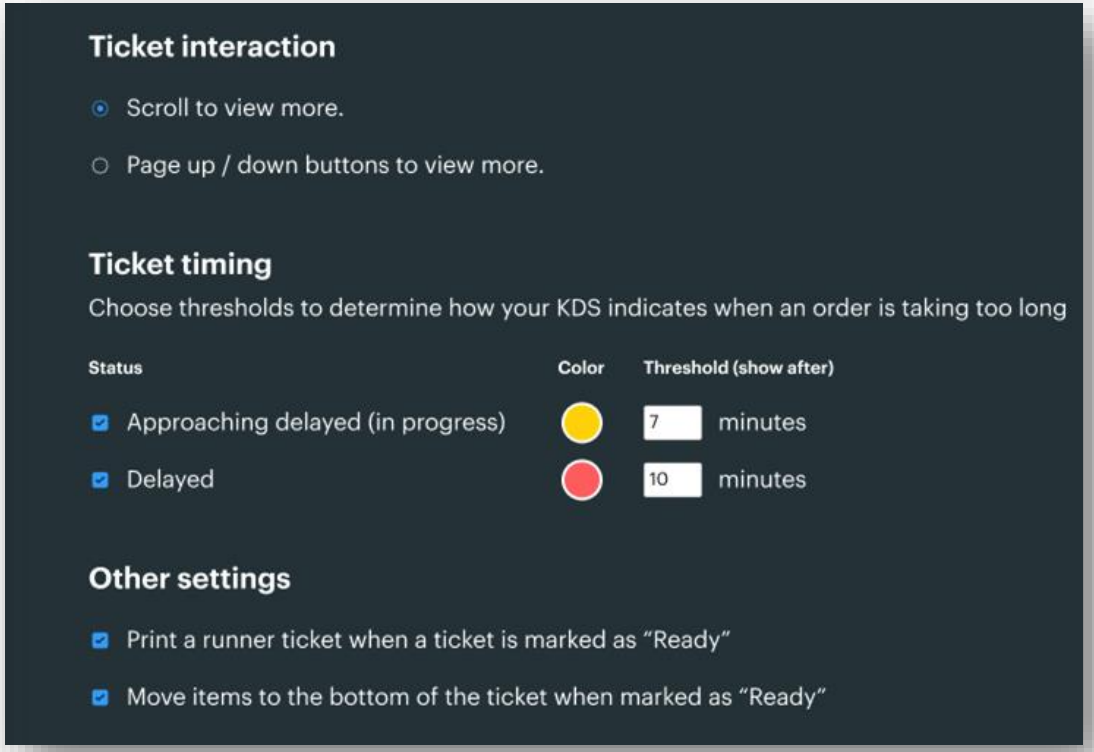
KDS Setup (continued)



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

KDS Settings Options



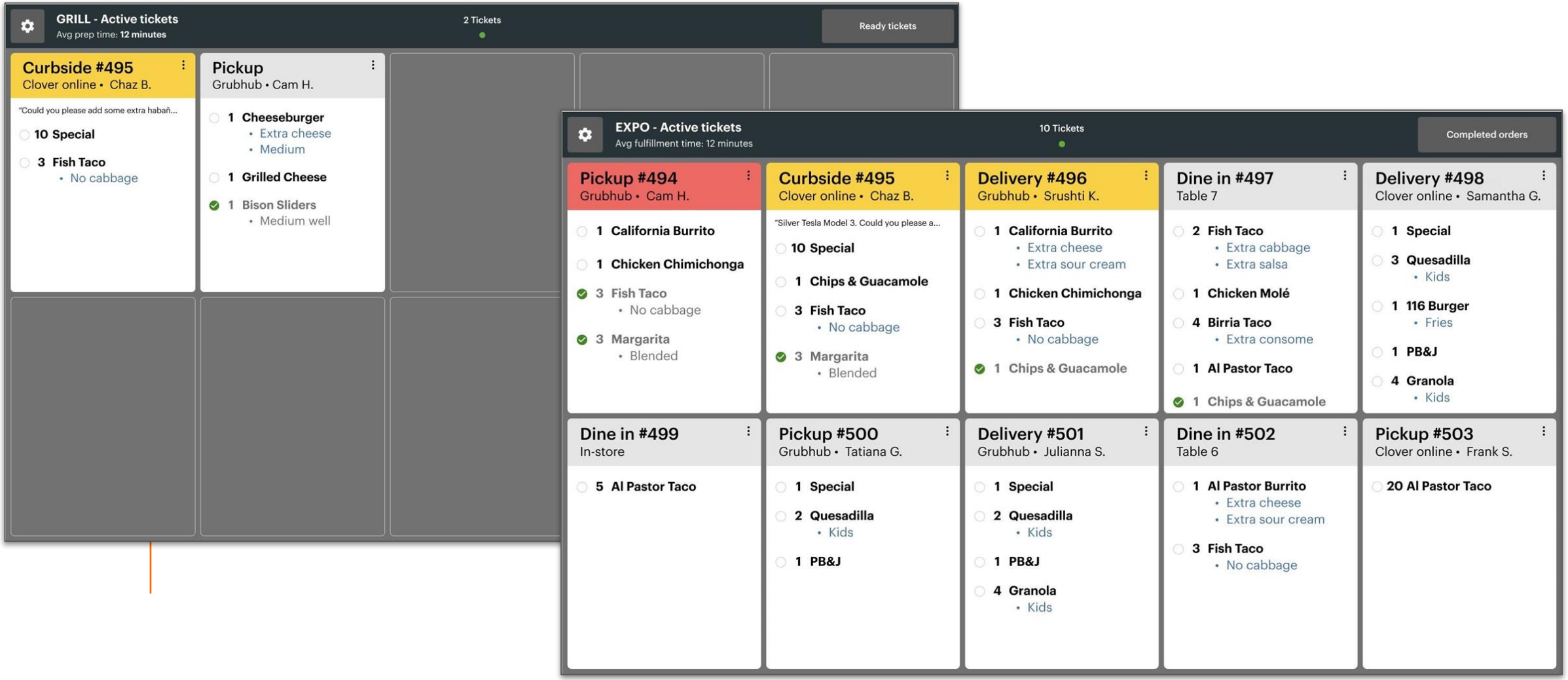


Key Settings:

- Select the labels to appear on each KDS (similar to how kitchen printers function today)
- Support for Full Columns for merchants w/ larger orders
- Color Coding for ticket timing
- [LINK: KDS Configuration & Settings]

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World’s Most Admired Companies**®
11 out of the past 14 years
fiserv.

KDS Screenshots



37
© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

© 2021 Clover Network, Inc.
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years
fiserv.

Accessories List

Accessory	FHS Part Number	Price
Logic Controls KB9000 Touch Bumpbar USB cable KB9000-USB (same stand as used for KDS 14”)	N-KB9000USB-CA	$229
Kitchen Display System Stand (same stand as used for KDS 14”)	STCK-CLVRKDS-CS	$50.00
Kitchen Display System Wall Mount (same stand as used for KDS 14”)	STCK-CLVRKDS-WM	$50.00

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World’s Most Admired Companies**®
11 out of the past 14 years

KDS Stand & Wall mount





Compatible with both KDS 14" & KDS 24"

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

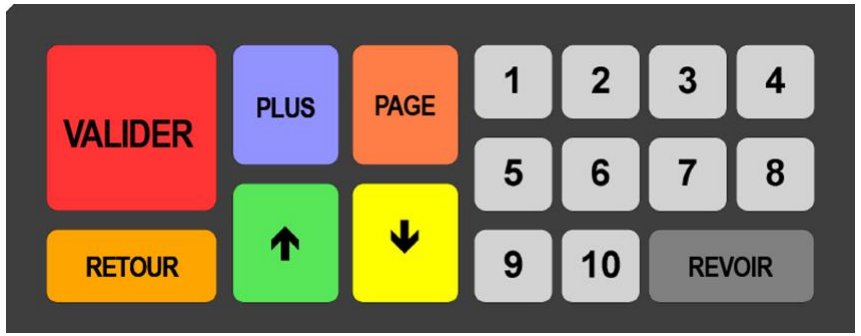
fiserv.

Bump bar: What's in the Box

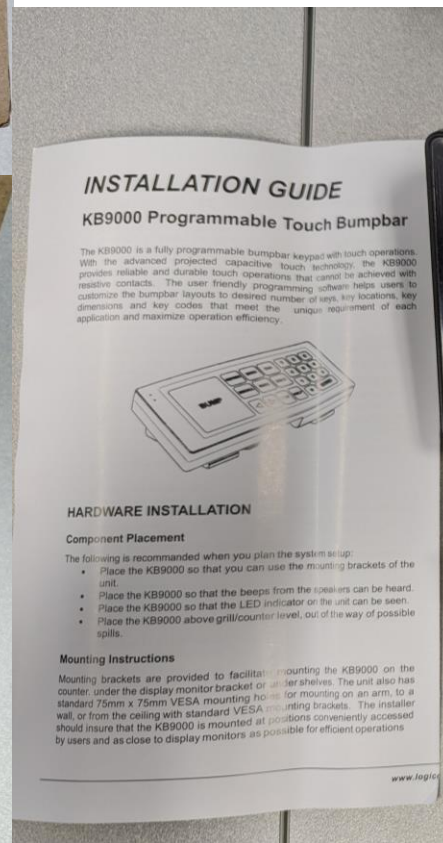
LOGIC CONTROLS, KB9000 TOUCH BUMPBAR , USB CABLE KB9000-USB







French overlay included in the box

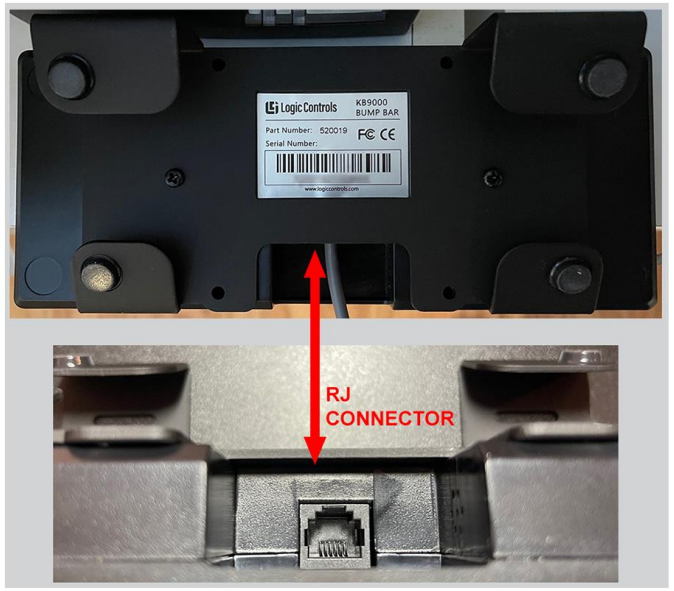


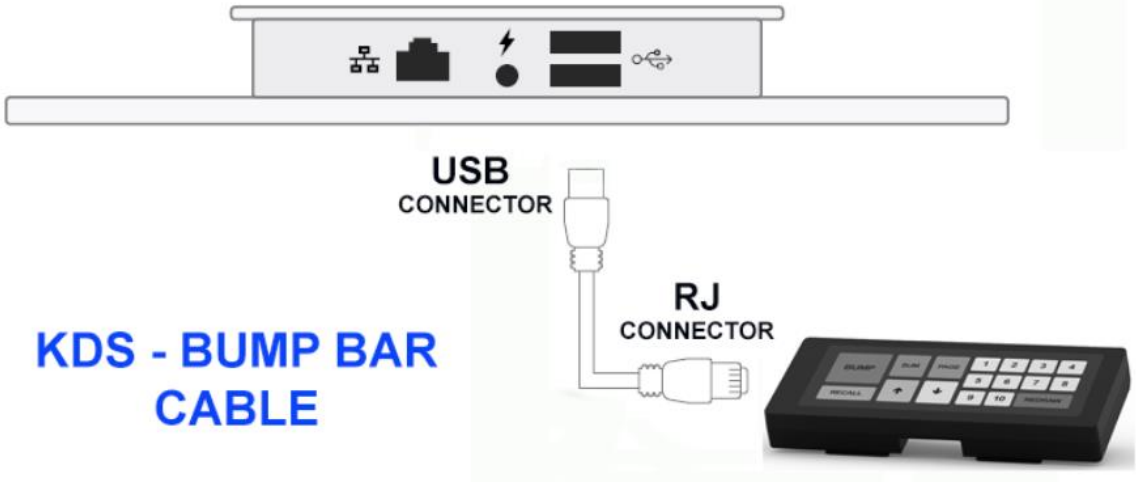


Connecting Bump Bar to KDS

- The Bump Bar is connected to the KDS through the RJ connector on the Bump Bar to the USB port on the back of the KDS device.
- Once the Bump Bar is connected to your KDS, it generates a single audible "beep". Press 'BUMP' to confirm the connection.



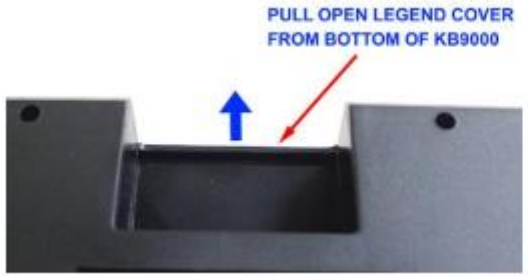




© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Replacing the Bump Bar Overlay/Legend Sheet

1. **Remove the legend cover:** Pull open the cover from the bottom near the interface connector to unlatch it and then pull open the cover to remove it.





2. **Replace legend sheet into the cover:** Remove the original legend sheet from the cover and insert the new legend sheet face down. Make sure that the top left corner of the legend sheet matches with the top left of cover indicated by the 2 LED holes.





3. **Reinstall the legend cover:** Leaving the legend cover and legend sheet facing down on flat surface, orientate the KB9000 face down matching the cover, align and insert it into the cover. Press the KB9000 such that all sides fit into the cover.



© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

Bump Bar Controls

LINK: KDS Bump Bar Guide

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

fiserv.

Troubleshooting Scenarios

LINK: KDS Troubleshooting Scenarios

© 2022 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL

Recognized as one of the FORTUNE **World's Most Admired Companies**®
11 out of the past 14 years

fiserv.

FAQs

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023

FAQs

LINK: KDS FAQ

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023

Q&A

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023

Thank You!

© 2023 Fiserv, Inc. or its affiliates. | FISERV CONFIDENTIAL
Recognized by *Fortune*® Magazine
World's Most Admired Companies™ 2023