2Dfire – Tyro Integration User Manual



Unboxing Tyro EFTPOS terminal

Before Tyro ships your terminal to you, they would assign you a Tyro merchant ID (MID) and send you an email on how to access the Tyro Portal. You will need to assess the Tyro Portal to configure the surcharge rate.

Network settings

Your new Tyro terminal provides both 3G and Ethernet (Countertop model) or Wi-Fi (Mobile model) network connectivity options. Those options can be selected through the terminal's configuration menu.

To change connectivity:

For Countertop terminals: https://www.tyro.com/products/eftpos/countertop-eftpos/

Select Menu > Network Connection > 3G/Ethernet

For Countertop terminals, to connect via Ethernet, ensure you connect the terminal to your network by plugging one end of the Ethernet cable into the available socket on the terminal base and the other end to a spare port on your modem, router, or switch. If the terminal does not detect the network, check that the Ethernet cable is correctly plugged in. Also, check if there is activity/power on the connection at the router/modem/hub.

For Mobile terminals:

Select Menu > Network Connections > 3G/WiFi

https://www.tyro.com/products/eftpos/mobile-eftpos/

For Mobile terminals, only use WPA2 to secure your WiFi networks. WPA2 provides stronger data protection and network access control. Avoid unsecured or WEP encrypted wireless networks. Ensure your WiFi network password is a minimum of eight characters.

Activate

Once your terminal is connected to a working power source, call Tyro Customer Support 24/7 at 1300 966 639 to activate your terminal. Quote your business trading name and the serial number located on the bottom of the terminal. The serial number is a 7 digit alphanumeric code ex. AAA2222.

Once activated, turn on your terminal - a set up wizard will assist you with configuration and allow you to:

- configure network settings
- administer passwords
- enable refunds, MOTO, and cash out settings

You can change the settings at any time.

Passwords

No default admin password has been assigned to the terminal. You will have to choose a secure numeric password. No sequences or repetitions are accepted.

The admin password is used to:

- modify terminal settings
- set/change passwords for tipping, refunds/voids, etc.
- You can change your passwords by going to Menu> Change Passwords.

The terminal will automatically enforce a temporary lock- out after three or more unsuccessful password attempts.

2Dfire Pairing Screen

Once you have activated your Tyro EFTPOS terminal, you can now pair it with 2Dfire POS.

ADMIN	More		Configure EFTPOS	
~	Business mode	>	Use External EFTPOS	ON
000	Localhost IP and synchronized password	>	EFTPOS Provider	TYRO >
Bills	Refresh table status	>	Upload Logs Export Log Manual Settlement Reconciliation Report	Pair
Ø	Module Switch	>	Interreted Receipts	OFF
Data	Configure Receipt Printer	>	Enable Integrated Surcharging	OFF
••• More	Configure label printer	>		OFF
	Configure electronic scale	>		View Refund
	Configure EFTPOS	>		
	System Detection	>		
	Customize display settings	>		
	Change background	>		
	Feedback	>		
-				

Go to 'More' – 'Configure EFTPOS' – Enable "Use external EFTPOS' and choose EFTPOS Provider as TYRO.

ADMIN	More	Configure EFTPOS	
POS	Business mode >	Use External EFTPOS	
000	Localhost IP and synchronized password	EFTPOS Provider	TYRO >
Bills	Refresh table status	Upload Logs Export Log Manual Settlement Reconciliation Report	Pair
Q	Module Switch >	Integrated Receipts	ON
Data	Configure Receipt Printer	Print Merchant Copy	
More	Configure label printer >	Enable Integrated Surcharging	ON O
	Configure electronic scale		
	Configure EFTPOS	-	Save
	System Detection >		View Refund
	Customize display settings		View Herunu
	Change background >		
	Feedback		

- You should enable "Integrated Receipts" and "Print Merchant Copy" for integrated printing.
- Only enable 'Enable Integrated Surcharging' when you have set up surcharge rate on Tyro Merchant Portal. Otherwise, leave the switch off.

Press [Save] Button to save the settings.

On Tyro EFTPOS Terminal

- 1. Press the 'Menu' key
- 2. Select 'Configuration' (Enter admin password)
- 3. Select 'Integrated Eftpos'
- 4. Select 'Select Integration Mode'
- 5. The options for Standalone, Integrated and Pay@Table (if applicable) will show here, please highlight the integration mode and press the green 'OK' button

On 2Dfire POS

When Tyro EFTPOS terminal is activated and in integration mode. You will see the MID and TID showing on the screen and ready to pair.

On 2Dfire POS, go to 'More' – 'Configure EFTPOS', press [Pair] Button and you will see the following screen:

2			
ADMIN	More	Configure EFTPOS	
*	Business mode >	Use External EFTPOS	ON
888	Localhost IP and synchronized password	EFTPOS Provider	TYRO >
Bills	Refresh table status	Upload Logs Export Log Manual Settlement Reconciliation Repo	Pair
Q	Module Switch >	Integrated Receipts	ON ON
Data	Configure Receipt Printer >	Print Merchant Copy	ON
More	Configure label printer >	Enable Integrated Surcharging	ON
	Configure electronic scale		
	Configure EFTPOS		Save
	System Detection >		(Constant)
	Customize display settings		View Retund
	Change background >		
	Feedback >		
-			the second second

Close	Tyro Terminal
K	Configuration
Merchant ID	
1556	
Terminal ID	
1	
Test	Authorise
Help	

Input the MID and TID showing on the Tyro EFTPOS Terminal and Click [Authorize].

Choose [Pair] on the Tyro EFTPOS terminal simultaneously.

After pairing, go to [Data], then [Update Setting Data] to add the 'Tyro Eftpos' button to the payment screen.



	(
ADMIN	⊜ Batch Order ⊙			Amount Due: 100.00	[TYRO	Eftpos]
40	Source: Self-built Table Service Guests 1	No. 1 17/08/2020 14:59		Item Amount 1Item 100.00 Purchase Amount: 100.00	Amount Due:	100.00
POS	NO. Product Name	Qty Amount		Collection record	Received:	100.00
000	1 • 100.00	1.0X 100.0	No. 1			(LANDAR)
Bills			Obtain invoice QR code			
Print			Purchase Code: 7116577101	C Query E-payment	X Cancel	≪/ OK
Data update ●●● More			Discount final navment	Refund Clear member Discount card	7 8	9 🖪
			Coupons P/B Extra Discount Charge	[TYRO Eftpos] Cash Offline Eftpos	4 5	6 Cancel
	Total <mark>1</mark> Item	\$100.00	Combo Discount Split Pay	え [Alipay] [WeChat] 挂帐	1 2	3 🗸
	Amount Due: Received: Unconfirmed	\$100.00	Split by ritem Print Bill	No Sale Others	0 00	Complete
Customer display not	C	0			()	I
Chabled	Add Modify	Preprint			Order	Take Order Pay

Pairing Screen – Additional Features

Upload Logs	Export Log	Manual Settlement	Reconciliation Report	Pair
				OFF
				OFF
				View Refund

• Upload Logs – Send EFTPOS log to Tyro if required by the customer service team.

Close	Tyro Logs	l
	Upload log files	l
	Store contains 62 logged events.	
	Display data Send to Tyro	

- Export Log Export EFTPOS log file to external USB Drive.
- Manual Settlement Manually settle your daily earnings.
 According to your preference, Tyro may have set up automatic settlement at a pre-set time.
- Reconciliation Report Print settlement report within 7 days.
- View Refund To re-print refunded EFTPOS transaction

Ordering

Purchase

ADMIN	Batch	7		Amount Due: 100.00						[TYRO Eftpos]				
0	Source: Self-built Table Service	Guests 1	17/08/2020 1	59				Item Amount 1Item 100.00 Purchase Amount: 100.00			Amour		100.00	
POS	NO. Product Na	me	Qty Amou	nt		No. 1		Collection re	cord		Receiv			0.00
Bills Print	1 100.00		1.0X 10	.0	No. 1		్రి Query E-payment			× Car	ncel	√ ok		
eta update ●●● More					Discount final navment	Partial Discount	Discount Scheme	Refund	Clear Discount	member card	7	8	9	
					Coupons	P/B Discount	Extra Charge	[TYRO Eftpos]	(S) Cash	Offline Eftpos	4	5	6	Cancel
	Total <mark>1</mark> Item		\$100	00	Combo Discount		Split Pay	حة. [Alipay]	[WeChat]	挂帐	1	2	3	√ ОК
	Amount Due: Received:	🌲 Taken 🛛 🎓 Ca	\$100.0	Oared	Split by item	Prin	t Bill	No Sale		Others	0	00	·	Complete
Customer display not enabled	Add	Modify	Preprint									Order	Take Order	Pay

[Tyro Eftpos] Button is being added as the first among the payment methods.

Press [Tyro Eftpos] and then [OK] to bring up the Tyro UI to process the payment. Customer continues to pay via the EFTPOS terminal.

Orde				Amount Due:	100.01	[TYBO Effnos]				
Source: Self-built	No.5									
NO. Product Name	Qty Amount	Close	Tyro Pure	hase	100.01					
1 • 100.01	1.0X 100.01	Purchase Amount: DECLINED	\$100.01	떴		X Cano				
					member card	7	8	9		
					Offline Eftpos	4	5	6		
Total 1 Item	\$100.01				No Sale	1	2	3	OK	
Amount Due: Received: Unconfirmed	Called ✓ Ordered	item	Print Bill	I Cancel Transaction	Others	0	00	•	Comp	

Depending on the result (approved, or declined), copies of receipt will be printed out.

Refund

**Note that 2Dfire POS does not support partial refund. It only allows complete refund for previous successful purchase.

P 3
All
大厅
包厢
Service
Takeaway
Delivery
Bill Detail Summary Sales

To do a refund, press [Bill] on the side panel. Find the transaction you want to do refund with. Press [Cancel].

0				4					
ADMIN		Bills 😔							c 9
POS	Source: Self-built Table <mark>Service</mark>	No.1 Guests 1 17/08/2020 12:55		Cancel Reasons					All
	Item Product Name	Qty Amount	Wrong	Wrong Table					+=
000	1 100.00	1 100.0	Payment						XII
Bills									包厢
e									Service
Print									Takeaway
Data update									Delivery
More									
	Total 1 NO.	100.0							
	Amount Due: Received:	100.0 [TYRO Eftpos] 100.0							
	Serial No.:	202008170001							
	Cashler: ADM	IIN Walter: ADMIN	r						
	Involce:	Settled: 17/08/2020 14:41	Cancel		ОК				
Customer display not		6 8				1/1			())
enabled	Cancel	Refund Print	Print all bills				Bill Detail	Summary	Sales

Choose a reason and press [OK]

ADMIN	Ē	Ordor)	T				Amount Due	•	100.00		Γτνρο	Effnoel	
\$	Source: Self-bu Table Service	Guests 1	17/08/:	No. 1 2020 14:59					Item Amount Purchase Amo	1Item ount:	100.00 100.00	Amo	unt Due:	10	0.00
POS	NO. Product N	lame	Qty	Amount			No. 1		Collection re	ecord		Rece			0.00
Bills Print	1 00.00	,	1.0X	100.0		Purcha	Obtain invoid	ce QR code							
Ø								C Query E	C Query E–payment			ancel	🖋 ОК		
●●● More						Discount final navment	Partial Discount	Discount Scheme	Refund	Clear Discount	member card	7	8	9	
						Coupons	P/B Discount	Extra Charge	[TYRO Eftpos]	(S) Cash	Offline Eftpos	4	5	6	Cancel
	Total <mark>1</mark> Item			\$100.00		Combo Discount		Split Pay	え [Alipay]	(WeChat]	挂帐	1	2	3	√ OK
	Amount Due: Received:	🛔 Taken 🎓	\$1 Called	00.00 ✓ Ordered		Split by item	Prin	t Bill	No Sale		Others	0	00	·	Complete
Customer display not enabled	Add	Modify	Prepr	Int									Order	Take Order	Pay
			, tela										1Paid Partial	v	11724

Press [Refund] on the payment screen.

ADMIN	Source: Self-built	r ⊗ No. 1 17/08/2020 12:55		Amount Duo Refund	1	00.00 100.00 100.00			7	
POS	NO. Product Name	Qty Amount	[TYRO Eftpos]		100 🔞	ceived)				
000	1 🗸 100.00	1.0X 100.0	●Tips		0	100.00				
Bills										
Print					•					as to rrwise,
Data update ●●● More						mber ard	7	8	9	
						fline tpos	4	5	6 Paid of	Cancel
	Total 1 Item	\$100.00				圭帐	1	2	3	
	Amount Due: Received:	\$100.00 [TYRO Eftpos]100.0		Close		ers	0	00	·	Complete
Customer display not	()			0.000						
enabled	Add Mod	ify Preprint						Order 1Paid Partially	Take Order	Pay

Press X to initial refund.

(
Source: Self-built Table Service Guests 1	9 No. 1 1 17/08/2020 12:55	Refund	ount Duor 1	90.00 100.00 100.00				
	Qty Amount	[TYRO Eftpos]	100 😆	(colved)				
	1.0X 100.0	•Tips	0	100.00				
		Clear Payment						
		The amount will be refunded to the	customer					
				mber ard	7	8	9	
		Cancel	ок	tine tpos	4	5	6 Paid	
	\$100.00			≢vi£	1	2	3	
Amount Due: Received: Unconfirmed	\$100.00 [TYRO Eftpos]100.0 Called Vordered	Close	_	mrs	0	00	•	
	(B) Preprint			ļ				

Press [OK] to confirm.

	Source: Self-built Table Service Gues	No. 1 sts 1 17/08/2020 12:55	Refund	100.00		
	NO. Product Name	Qty Amount [Close Tyro Refund			
		1.0. 100.0	Refund	+		
			Amount: \$100.00	8		
			APPROVED. Print customer copy?			
				mper	7 8	9 🚳
			YES NO	Tine		
				tpos	4 5	Paid off Click Finish
		\$100.00	DECIMO	EM	1 2	3
		\$100.00 [TYRO Eftpos]100.0		Insaction Insaction	0 00	Complete
Customer	Unconfirmed	Called ✓ Ordered	Close			
	Add Mod	lify Preprint				

It will bring up the Tyro UI and please follow the on-screen instructions.

The order will then be reversed back to OPEN status for amendment.

You may process payment again after amendment.

•										Category			
	Sour Sour	Batch Order O ce: Self-built e Service Guests 1	17/08	No. 2		1 00.00	100.01	100.08	100.11	Tyro 🌘	Price	100.00	© Delete
POS	NO.	Product Name	Qty	Amount		100.00	100.01	100.08	100.11		Qty		— 1.0X 🛨
Bills	1	• 100.00	1.0X	100.0		35.00	600.00	601.00	602.00		Serve it later		OFF
8						35.00	600.00	601.00	602.00		Remarks		
Print						6.60	8.80	2.02	202.02		Enter Manually		
Data update						6.60	8.80	2.02	202.02				
••• More						4.00	4.03	4.04	4.09				
						4.00	4.03	4.04	4.09				
						4.10	5.00	5.01	5.02				
	То	tal <mark>1</mark> item		\$100.00		4.10	5.00	5.01	5.02				
	An Re	nount Due: celved:	\$	100.00		5.03	5.04						
Customer	O Un	confirmed	alled	✓ Ordered		5.03	5.04				-	14=/	
display not enabled		Add Modify	Prep	print	<	1/1	>	4 ∎ 7	• 🗊 順		Order	Take Orde	r Pay

OR if you want to delete the order, press [Modify].

ADMIN	Modify	Select Table	C
POS	🖲 Dine-in 🛛 Takeaway		大厅
666	Table >		包厢
Bills	Guests 1		
	1 2 3 4 5 💌		
Print	6 7 8 9 0 Clear		
Data update	Remarks >		
•••	Promotion >		
More	Send to kitchen/warehouse		
	To be called (temporarily not serving/ outbound)		
Customer			
display not enabled	Cancel Pump it out Cancel Agree order		

Press [Cancel Order]

ADMIN	Modify	Selere T-LI-	
	🖲 Dine-in 🔷 Takeaway	Cancel order	
POS	Table >	Cancellation reasons	
Bills	Guests 1	Cancelled	
8	1 2 3 4 5 🐼		
Print	6 7 8 9 0 Clear		
Q Data undata	Bemarks		
ees	Descetion (
More	Promotion		
	Send to kitchen/warehouse		
	To be called (temporarily not serving/ outbound)		
		Cancel OK	
Customer display not			
CITADIED	Cancel Pump It out Cancel Agree order		

Choose a reason for cancellation and press [OK] to finish.

View Historic Refund Dockets

To print historic refund dockets, go to 'More' – 'Configure EFTPOS' – [View Refund].

Here shows a list of refund transactions up to 12 days and allowing operator to reprint the merchant copy and/or customer copy of the Tyro EFTPOS receipt.

0							
ADMIN	More						gure POS
	Business mode	> L	נ	Refund	Details		
POS	Localhost IP and synchronized password	> F	Bill No	Time	Amount	Docket Repr	TYRO >
000-	Refresh table status	_	20200813000	16:58	4.0	ē	
Bills		_	20200813000 1	13/08/2020 16:55	15.2	ē	rt Log Manual Settlement Reconciliation Report Pair
Print	Module Switch	> F	20200717000 4	05/08/2020 15:35	100.0	ē	
0	Configure normal printer	> F					ON
Data update	Configure label printer	>					OFF
•••	Configure electronic scale	>					
More	Configure POS	>					Save
	System Detection	>					View Refund
	Customize display settings	>					
	Change background	>					
	Feedback	>					
Customer display not enabled					se		

More						aure POS
Business mode	>	I ——	Refund	Details		
Localhost IP and synchronized password	>	Bill No 202009040003	Time 07/09/2020	Amount 100.0	Docket Reprint	TYRO >
Refresh table status			09:04			ort Log Manual Settlement Reconciliation Report Pair
Module Switch						
					_	
Configure label printer			Custom	er Copy		
Configure electronic scale			Mercha	nt Copy		
						View Refund
System Detection						_
Change background						
Feedback			_	_		
			Clo	ose		

Contact

2Dfire – POS related enquiries

Phone: (02) 8321 0950 Email: support@2dfirepos.com.au WechatID: au2dfire_support

Tyro – For EFTPOS terminal activation and EFTPOS related enquiries

Phone: 1300 966 639 Email: cs@tyro.com

Other information:

Tyro EFTPOS terminal set-up guide https://help.tyro.com/s/article/Tyro-EFTPOS-terminal-set-up-guide

- How to activate your Tyro terminal
- How to set up admin password

Network connection guide for Tyro terminal <u>https://help.tyro.com/s/article/How-do-I-change-my-network-connection</u>

How to switch between integration mode and standalone mode

https://help.tyro.com/s/article/How-to-switch-between-integration-modes-Standalone-Integrated-and-Pay-Table

How to enable surcharging?

We recommend making changes to surcharging **outside of business hours**. This is because you will need to update your surcharge signage displayed in-store and surcharge configuration data will also need to be downloaded to your EFTPOS machine(s).

To change your surcharging settings follow the steps below.

Surcharging must be set through the Tyro portal.

- 1. Make sure your EFTPOS machine are powered on and idle.
- 2. Login to the Tyro portal. This can be found through the following link : https:/merchant.tyro.com

ty Log in to Ty	ro Portal
E-mail	F
Password	5
Log	in
Having trouble? Call our Customer Support tea Privacy	24/7 Australian-based am on 1300 966 639 Policy

3. Click on **Manage my surcharging** under Common tasks or select **Self-Service** and then the **Surcharges** tab.



4. Select the Edit rates button

Surcharging is turned on	
Edit rates	>
Turn surcharging off	>
Surcharges summary	>

5. The surcharge rates will be pre-filled with Tyro's guidance. Suggested rates are calculated based on your cost of acceptance for each card over the last year. To include machine rental fees in the calculation, select the "Including EFTPOS machine fee?".

6. If desired, adjust the surcharge rate for each card type. When satisfied, select **Update surcharges**. If in doubt, follow Tyro's suggested rates. Keep in mind:

- Under the Reserve Bank of Australia (RBA) standard, surcharging greater than your cost of acceptance may constitute excessive surcharging which can be investigated and enforced by the ACCC.
- To assist you, Tyro provides your Cost of Acceptance in your Tyro Portal. You can also find out more <u>from the RBA's website here</u>

Edit surcharge rates			×
If you need more information about surchargin	ng before you proceed, you can find it on Tyro Help.		
The table below has been prefilled with Tyro's r satisfied, click 'Update surcharges'.	recommended rates. You can review and adjust as required	and when you are	
Applied rates can be between 0% and 5% and t	o 1 decimal place accuracy.		
	Adjust recommended rate to include EFTPO	S machine fee?	No
Card	Recommended rate	Applied rate	
MasterCard credit	1.2 % 🗲	1.2	96
MasterCard debit	1.0 % 🗲	0.7	96
Visa credit	1.7 % 🔿	0.4	96
Visa debit	0.8 % 🗲	0.9	96
Amex / JCB Single Settlement	Read Surcharging Guidelines	0.5	96
Diners	0.1 % + your Diners Merchant Service Fee	0.5	96
Set all recommended Reset all (Clear all Cancel	Update surch	arges

7. Acknowledge that surcharging data will need to be downloaded to your EFTPOS machine for surcharging to take effect.

8. You will now need to display your surcharge rates to customers. <u>Download</u> the blank signage template, fill it out, and print.

9. Make sure your sign describes the surcharge rates you have applied on the Tyro portal.

10. Display signage on your counter, where customers can clearly see the surcharge rates.

11. After activating surcharging on the Tyro portal, you can enable or disable this feature in the configuration menu on the EFTPOS machine.

- 1. Reboot the machine (Press and hold the yellow "CORR" key for 8 seconds)
- 2. Press the Menu key
- 3. Go to Configuration
- 4. Select Surcharging
- 5. Select whether the machine will enable or disable this feature

12. Start a payment transaction on each machine. If the words "**surcharge may apply**" appear on the display, then your EFTPOS machine has been updated. We also recommend pressing the info button and checking that the displayed surcharge amounts are aligned with the surcharge rates you set on the Tyro portal.



How do I process a Manual Transaction?

A Manual/Standalone transaction is when you process an EFTPOS transaction without initiating the purchase request from your POS device.

To do a Manual Transaction on your Tyro Terminal please:

- 1. Press the Menu key
- 2. Select Transactions
- 3. Select Purchase
- 4. Enter the amount required
- 5. Complete the transaction by swiping, inserting, or tapping the Customers card