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	
POS	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	>	Integrated 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
0	Module Switch >	Integrated Receipts	ON
Data	Configure Receipt Printer	Print Merchant Copy	ON
••• More	Configure label printer >	Enable Integrated Surcharging	ON O
	Configure electronic scale >		Save
	Configure EFTPOS >	-	Save
	System Detection >		View Refund
	Customize display settings		
	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	
POS	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 Repo	Pair
Q	Module Switch >	Integrated Receipts	
Dota	Configure Receipt Printer >	Print Merchant Copy	
••• More	Configure label printer >	Enable Integrated Surcharging	ON
	Configure electronic scale		
	Configure EFTPOS		Save
	System Detection >		View Refund
	Customize display settings		view Herund
	Change background >		
	Feedback >		

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			
Bills			Obtain invoice QR code			
Print			Purchase Code: 7116577101	C Query E-payment	X Cancel	√ OK
Data update ●●● More			Discount Partial Discount final Discount Scheme	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 item Print Bill	No Sale Others	0 00	• Complete
Customer display not enabled	C	0			()	🕑 🧾
enabled	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.	L.
	Display data Send to Tyro	L

- 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	S Batch	Order ⊙)		Amount Due: 100.00						[TYRO Eftpos]				
0	Source: Self-built Table Service	Guests 1 17/0	No. 1 18/2020 14:59					1Item unt:	100.00 100.00	Amoun	t Due:	100.00			
POS	NO. Product Name	Qty			No. 1		Collection re	cord		Receiv			0.00		
Bills Print	1 • 100.00	1.0	100.0	Purcha	No. 1		్రీ Query E-payment			× Can	cel	✓ OK			
Data 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 1 Item		\$100.00	Combo Discount		Split Pay	ス [Alipay]	[WeChat]	挂帐	1	2	3	∢ ок		
	Amount Due: Received:	Taken 🎓 Called	\$100.00	Split by item	Print		No Sale		Others	0	00		Complete		
Customer display not enabled	Add		B								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.

S Batch Orde				Amount Due:	100.01	[TYRO Eftpos]				
Source: Self-built	No. 5 Ista 1 09/09/2020 12:07									
NO. Product Name	Qty Amount	Close	Tyro Purc							
1 0100.01	1.0X 100.01	Purchase Amount DECLINED	\$100.01	엀		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	\$100.01 Called ✓ Ordered	opin by Item	کے Print Bill	D Cancel Transaction	Others	0	00		Compl	

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.

2			
ADMIN	Bills 😔	Bills	۵ ۹
POS	Source: Self-built No.1 Table Service Guests 1 17/08/2020 12:55	Cashier: Payment Method Date	All
	Item Product Name Qty Amount	All 🔻 All 🔻 Today 👻	
000	1 100.00 1 100.0	Service	大厅
Bills			包厢
ē		0 100.00	Service
Print		14:41 No.1	Takeaway
Ø			Delivery
Data update			
••••			
More	Total 1 NO. 100.0		
	Amount Due: 100.0 Received: [TYRO Eftpos] 100.0		
	Serial No.: 202008170001		
	Cashier: ADMIN Walter: ADMIN		
	Invoice: Settled: 17/08/2020 14:41		
Customer			
display not enabled	Cancel Refund Print		Color
	Cancer Reiding Print	Print all bills 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].

				A			
ADMIN	Bills 😔						Ċ Q
POS		No.1 08/2020 12:55	Cancel I	Reasons			All
	Item Product Name Qty	Payr	/rong ment Wrong Table				大厅
Bills	1 100.00 1	100.0					
							包厢
Print							Service
and the owner of the							Takeaway
🗘 Data update							Delivery
More							
	Total 1 NO.	100.0					
	Amount Due: Received: [TYRO E	100.0 Eftpos] 100.0					
	Serial No.: 2	202008170001					
	Cashler: ADMIN Walter:	ADMIN					
	Invoice: Settled: 17/0	08/2020 14:41	Cancel	ОК			
Customer display not		0	-		1/1		
enabled	Cancel Refund	Print Print a	all bills			Bill Detail Summary	Sales

Choose a reason and press [OK]

ADMIN	Ē	Order ⊙)	T	-			Amount Due	•	100.00		Γτνρο	Eftpos]	
\$	Source: Self-bu Table Service			No. 1 2020 14:59					Item Amount Purchase Amo	1Item	100.00 100.00	Amo	unt Due:		0.00
POS	NO. Product N		Qty	Amount 100.0			No. 1		Collection re	ecord		Rece			0.00
Bills Print			1.04	100.0		Obtain Invoice QR code									
Ø								🖒 Query E	C Query E-payment			ancel	؇ ОК		
Data 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]	() 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		t Bill	No Sale		Others	0	00	·	Complete
Customer display not enabled	Add	Modify	Prep	Int									Order	Take Order	Pay
													1Paid Partial		11724

Press [Refund] on the payment screen.

ADMIN	Source: Self-built	No. 1		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					•					
Data update ●●● More						mber ard	7	8	9	
						fline tpos	4	5	6 Paid of	
	Total 1 Item	\$100.00				圭帐	1	2	Click Fi	
	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	tline tpos	4	5	6 Paid	
	\$100.00			≢vi£	1	2	3	
	\$100.00 [TYRO Eftpos]100.0 Called Vordered	Close	_	mrs	0	00	•	
	(B) Preprint			ļ				

Press [OK] to confirm.

				Bue 100.00		
	Batch Orde Source:Self-built Table Service Gues	No. 1	Refund	100.00		
	NO. Product Name	Qty Amount [Close Tyro Refund	S ceived)		
		1.00 100.0	Refund	+		
			Amount: \$100.00	Ky		
			APPROVED. Print customer copy?			
				mber ard	7 8	9 🚳
			YES NO	Tine	4 5	6 Cancel
						Paid off Click Finish
		\$100.00		nsaction	1 2	3
		\$100.00 [TYRO Eftpos]100.0		ers	0 00	Complete
Customer display not	• Unconfirmed A Taken	Called ✓Ordered	Close			
	Add Mod					

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			
	Sou	Batch Order rce: Self-built e Service Guests 1	17/08,	No. 2 /2020 15:03		1 00.00	100.01	100.08	100.11	Tyro ¹	Price	100.00	C 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
-						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				
	Тс	tal <mark>1</mark> Item		\$100.00		4.10	5.00	5.01	5.02				
		nount Due: celved:	\$	100.00		5.03	5.04						
Customer	• Ur	confirmed	alled	✓ Ordered		5.03	5.04					14=	
display not enabled	_	Add Modify	Prep		<	1/1	>				Order	Take Orde	0

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

ADMIN	Modify	Select Table	Ċ
POS	🖲 Dine-in 🛛 Takeaway		大厅
000	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	1/1	

Press [Cancel Order]

ADMIN	Modify	Selection	
POS	🖲 Dine-in 🔷 Takeaway	Cancel order	
	Table >	Cancellation reasons	
Bills	Guests 1	Cancelled	
8	1 2 3 4 5 🐼		
Print	6 7 8 9 0 Clear		
Ø Data update	Remarks		
ees	Promotion >		
More			
	Send to kitchen/warehouse		
	To be called (temporarily not serving/ outbound)		
		Cancel OK	
Customer display not enabled			
CHADIED	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
0	Business mode	> L	נ	Refund	Details		
POS	Localhost IP and synchronized password	> F	Bill No 20200813000	Time	Amount	Docket Repr	TYRO >
000 Bills	Refresh table status		2	16:58	4.0	ē	
			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	
Φ	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	>		Clo			
Customer display not enabled					se		

More						gure POS
Business mode	>	i ——	Refund	Details		
Localhost IP and synchronized password			Time	Amount	Docket Reprint	TYRO >
		202009040003	07/09/2020 09:04	100.0	8	
Refresh table status						ort Log Manual Settlement Reconciliation Report Pair
Module Switch						
	>					ON ON
Configure label printer			Custom	er Copy		OFF
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	
E-mail	P
Password	5
Log	in
Having trouble? Call our Customer Support tea Privacy	am on 1300 966 639

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			×
f you need more information about surchargir	ng before you proceed, you can find it on Tyro Help.		
he table below has been prefilled with Tyro's atisfied, click 'Update surcharges'.	recommended rates. You can review and adjust as required	and when you are	
opplied 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
	Clear all Cancel	Update surch	

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