

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 access 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.

Activating your terminal

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.

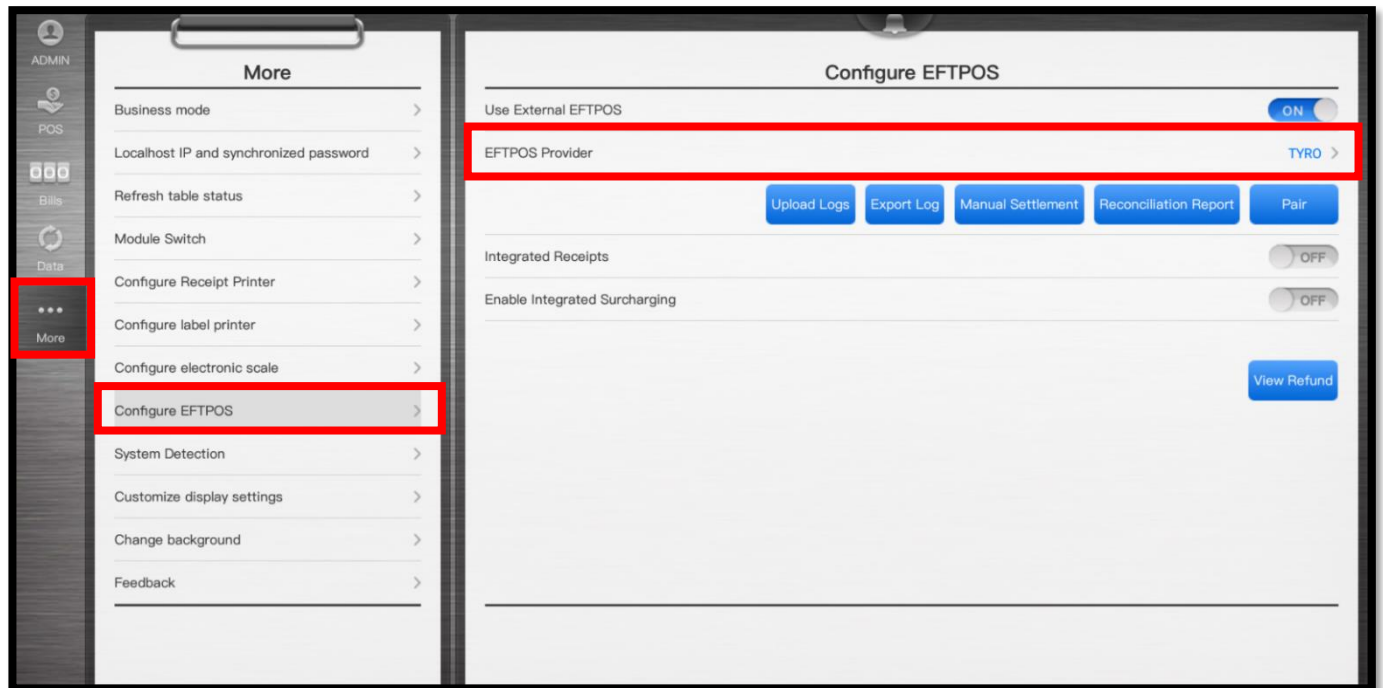
The admin password is used to:

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

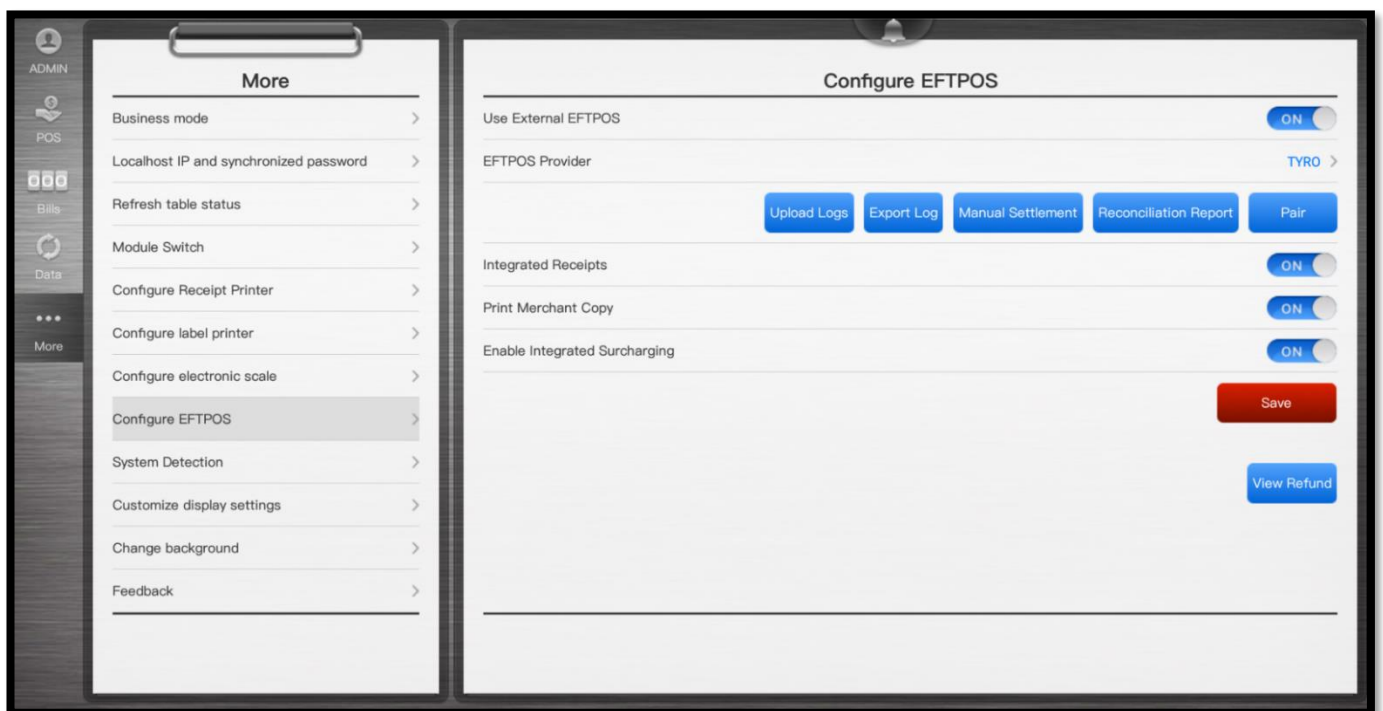
The terminal will automatically enforce a temporary lock- out after three or more unsuccessful password attempts.

2Dfire Pairing Screen

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



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



- 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.

Pairing Process

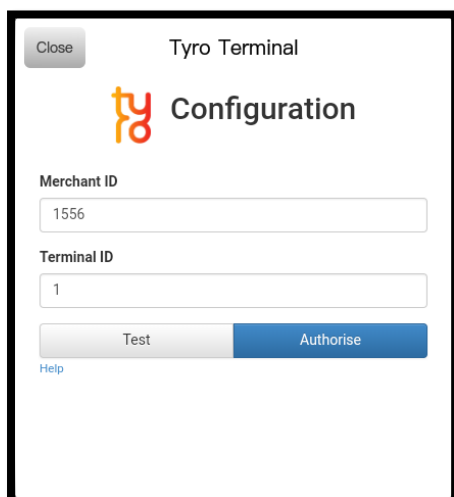
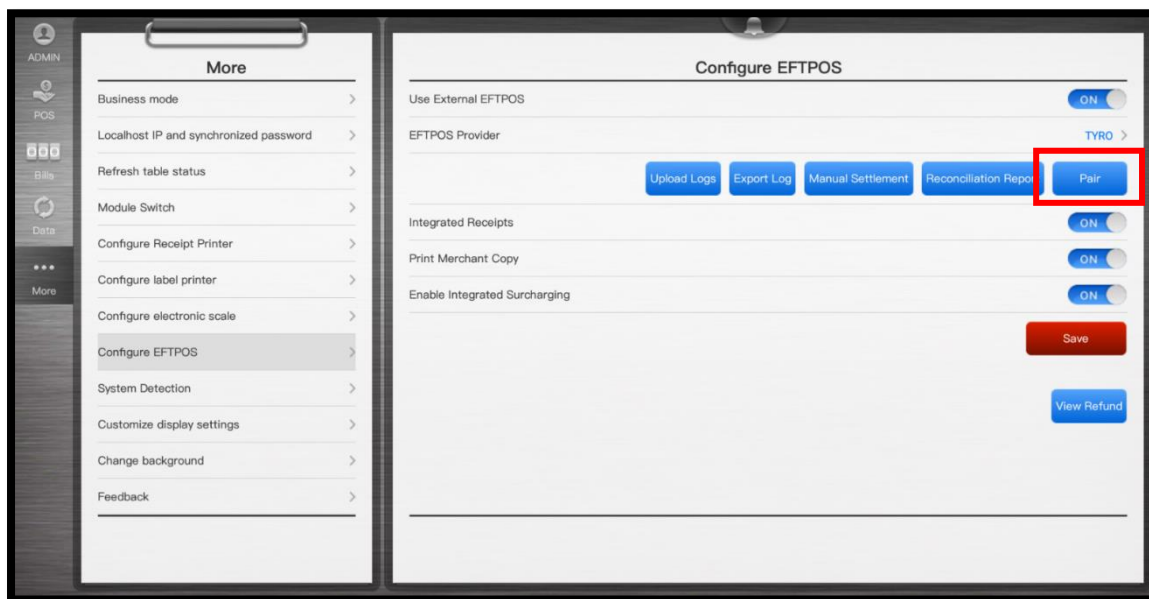
On Tyro EFTPOS Terminal

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.

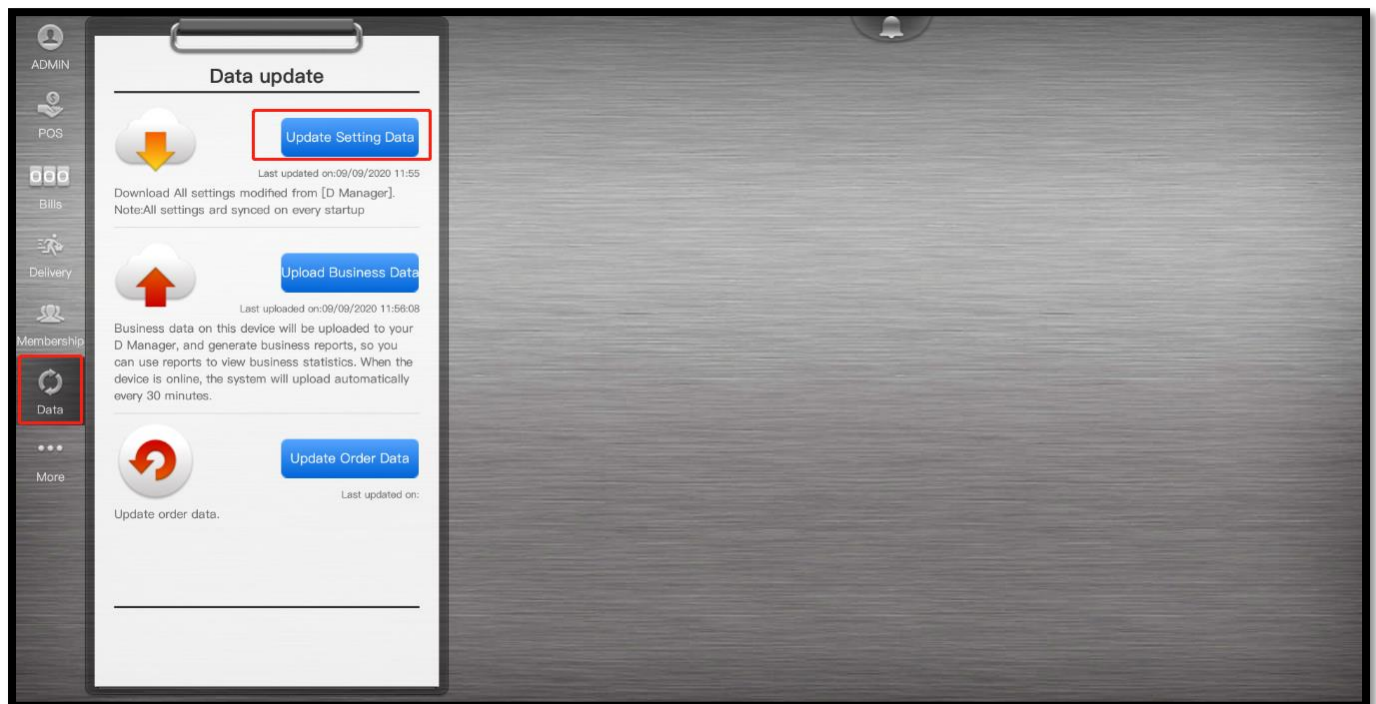
On 2Dfire POS, go to 'More' – 'Configure EFTPOS', press [Pair] Button and you will see the following screen:



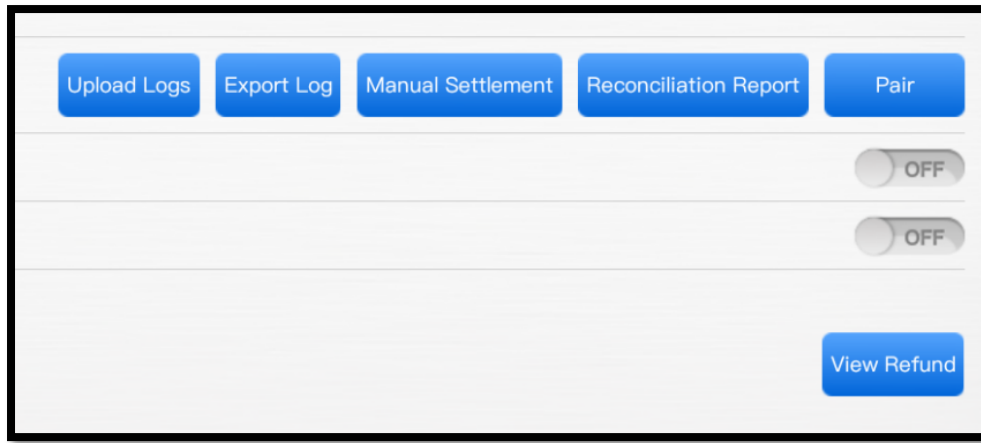
Input the MID and TID showing on the Tyro EFTPOS Terminal and Click [Authorize].

Choose [Pair] on the Tyro EFTPOS terminal simultaneously.

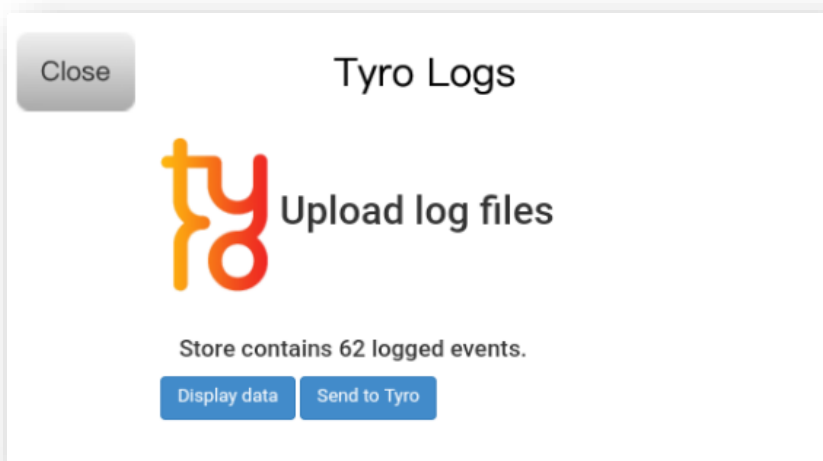
After pairing, go to [Data] , then [Update Setting Data] to add the 'Tyro Eftpos' button to the payment screen.



Pairing Screen – Additional Features



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



- 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

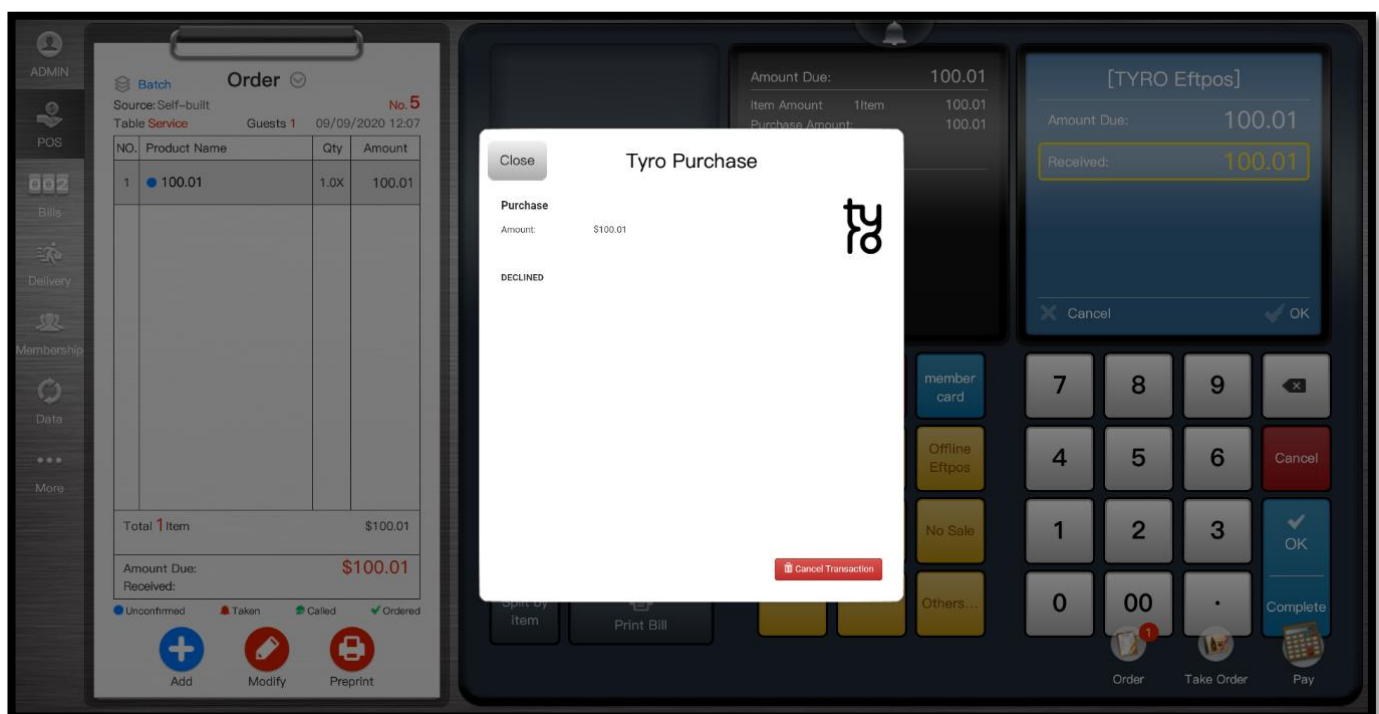
Ordering

Purchase



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

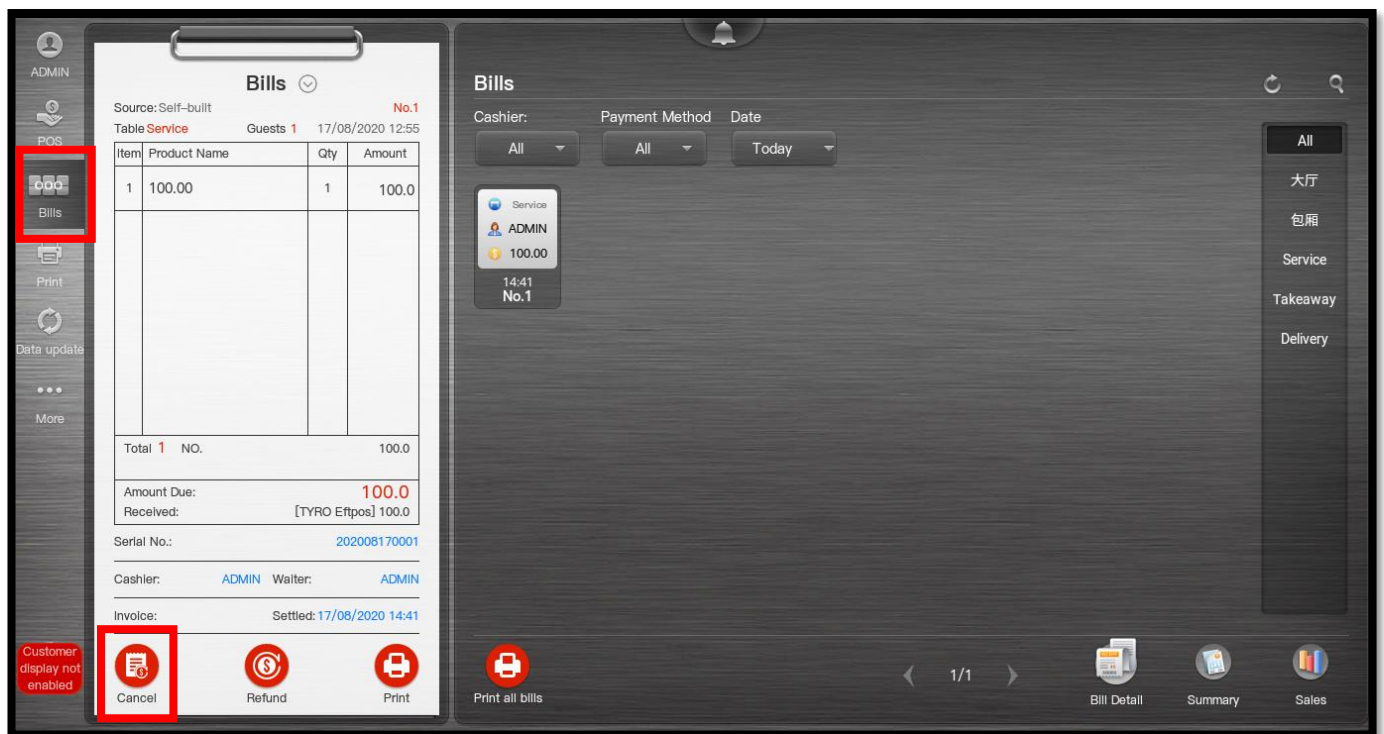
Press [Tyro Eftpos] and then [OK] to bring up the Tyro UI to process the payment. Customer continues to pay via the EFTPOS terminal.



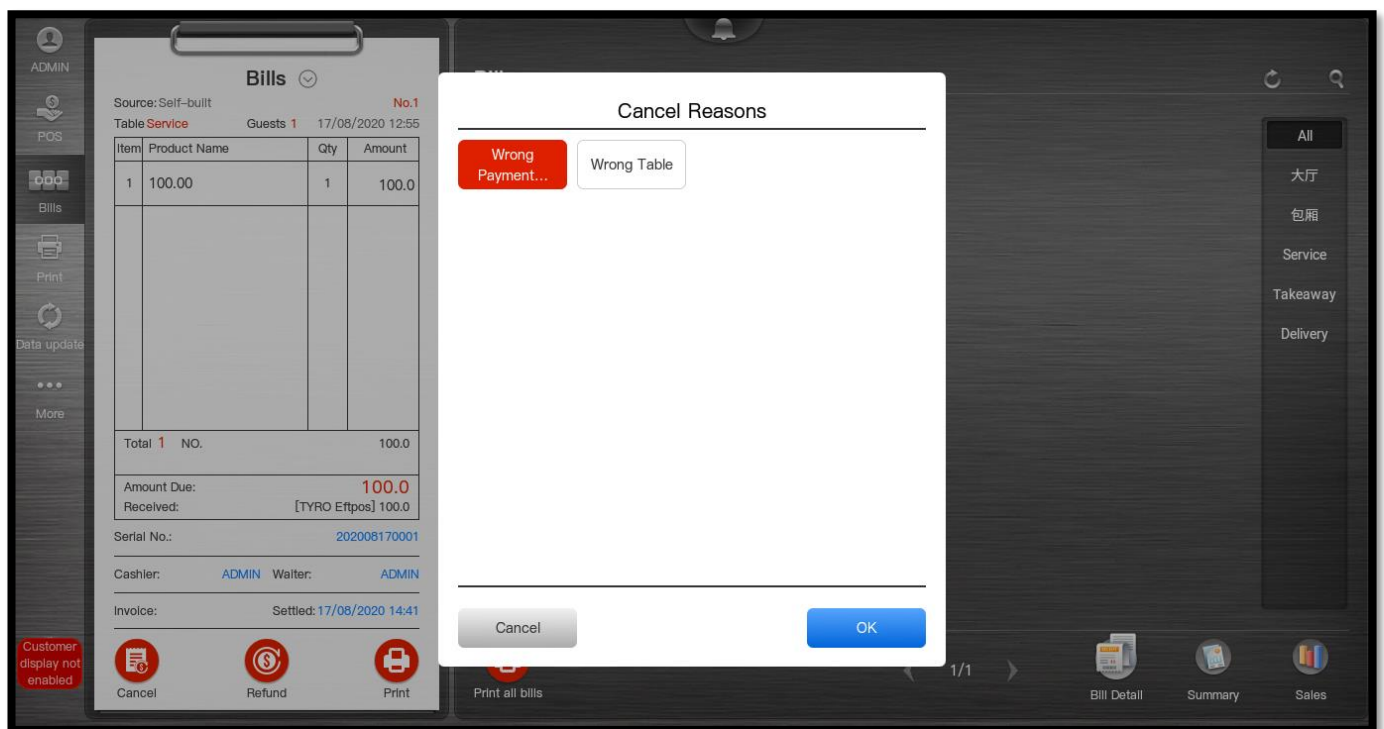
Depending on the result (approved, or declined), copies of receipt will be printed out.

Refund

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



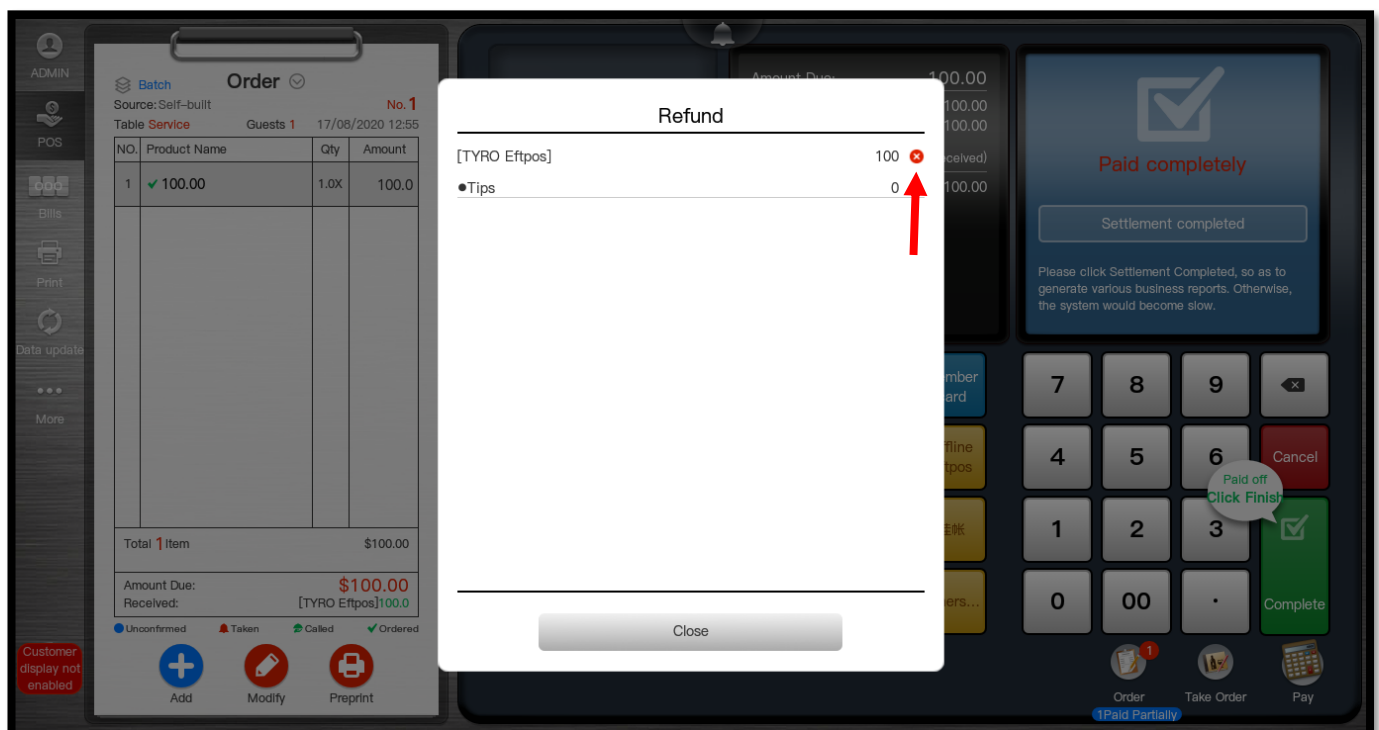
To do a refund, press [Bill] on the side panel. Find the transaction you want to do refund with. Press [Cancel].



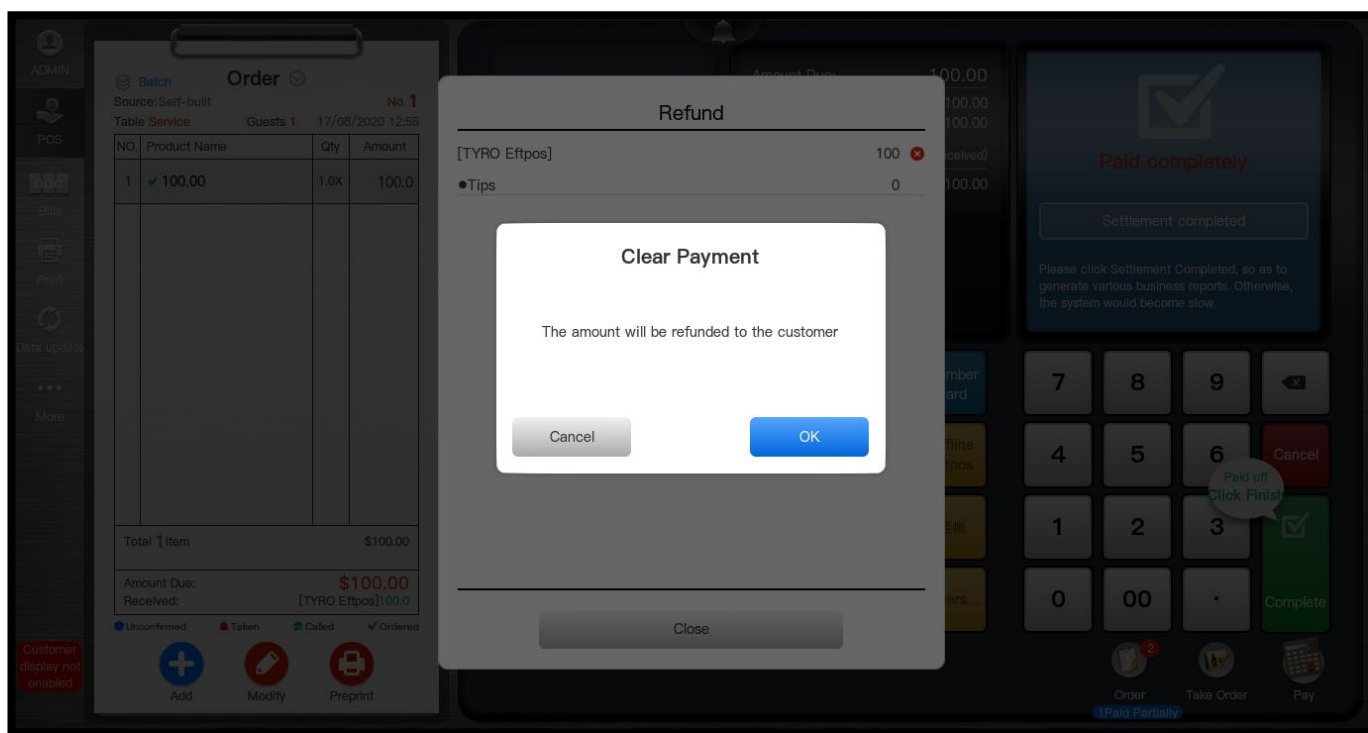
Choose a reason and press [OK]



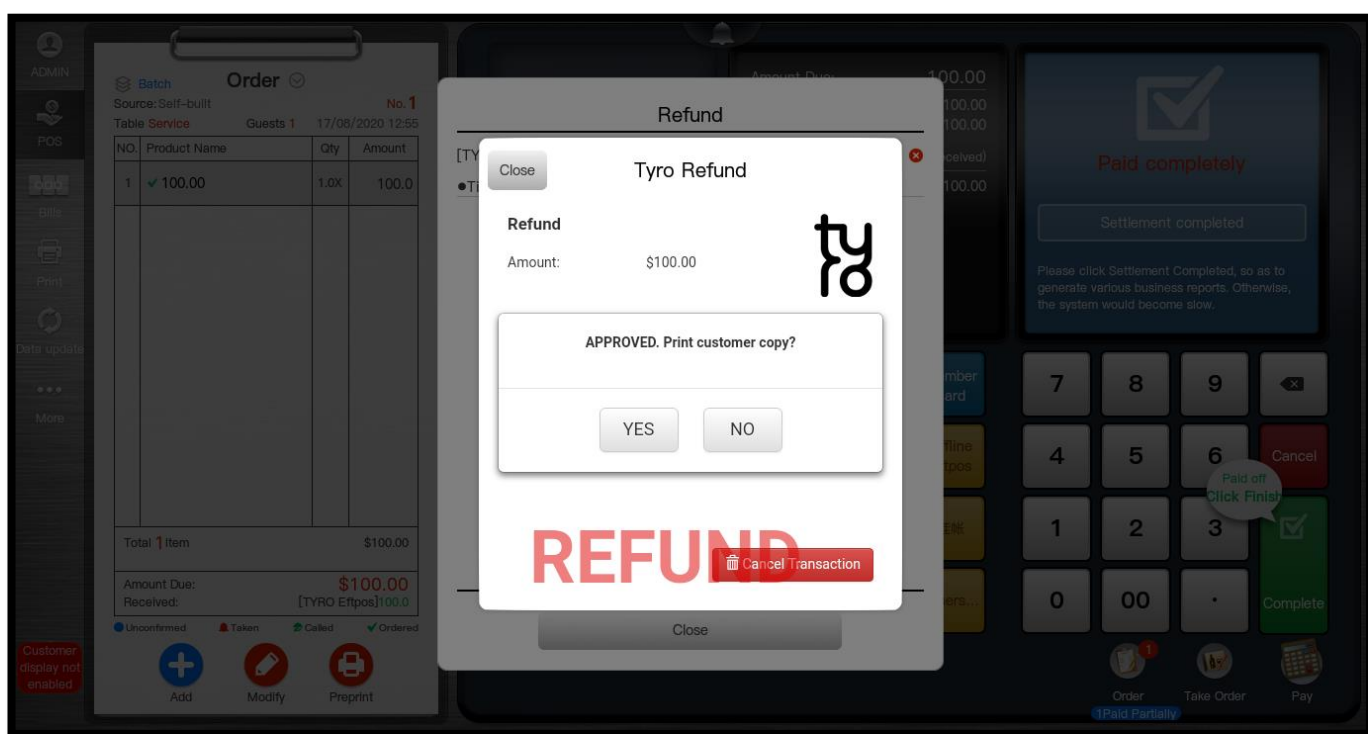
Press [Refund] on the payment screen.



Press X to initial refund.



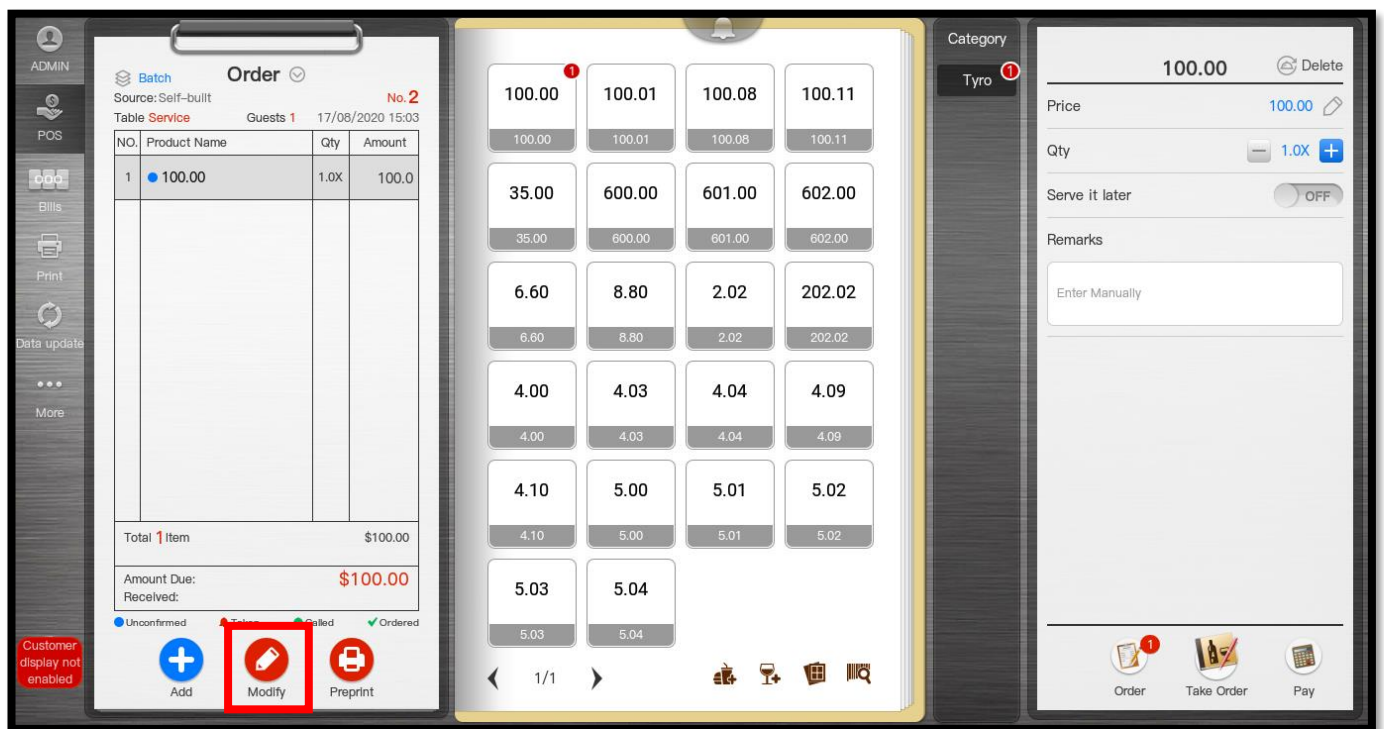
Press [OK] to confirm.



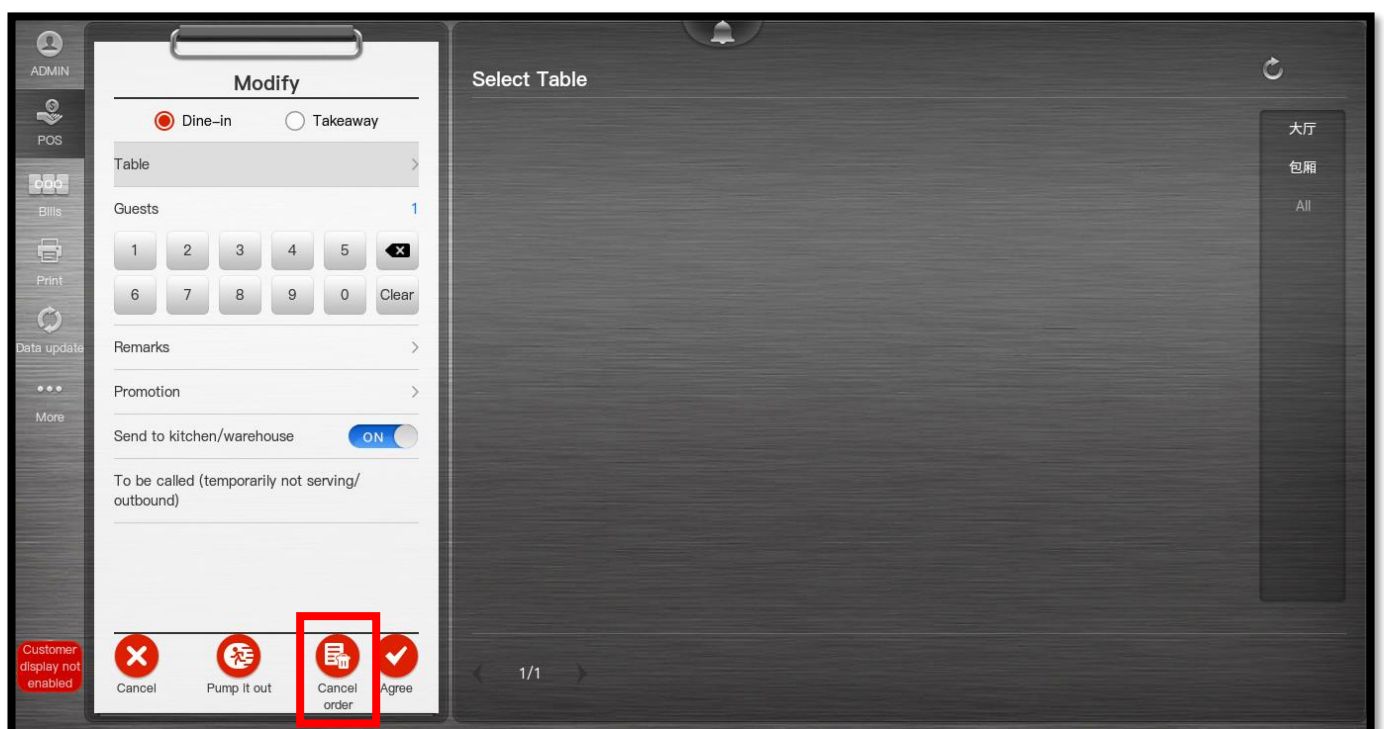
It will bring up the Tyro UI and please follow the on-screen instructions.

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

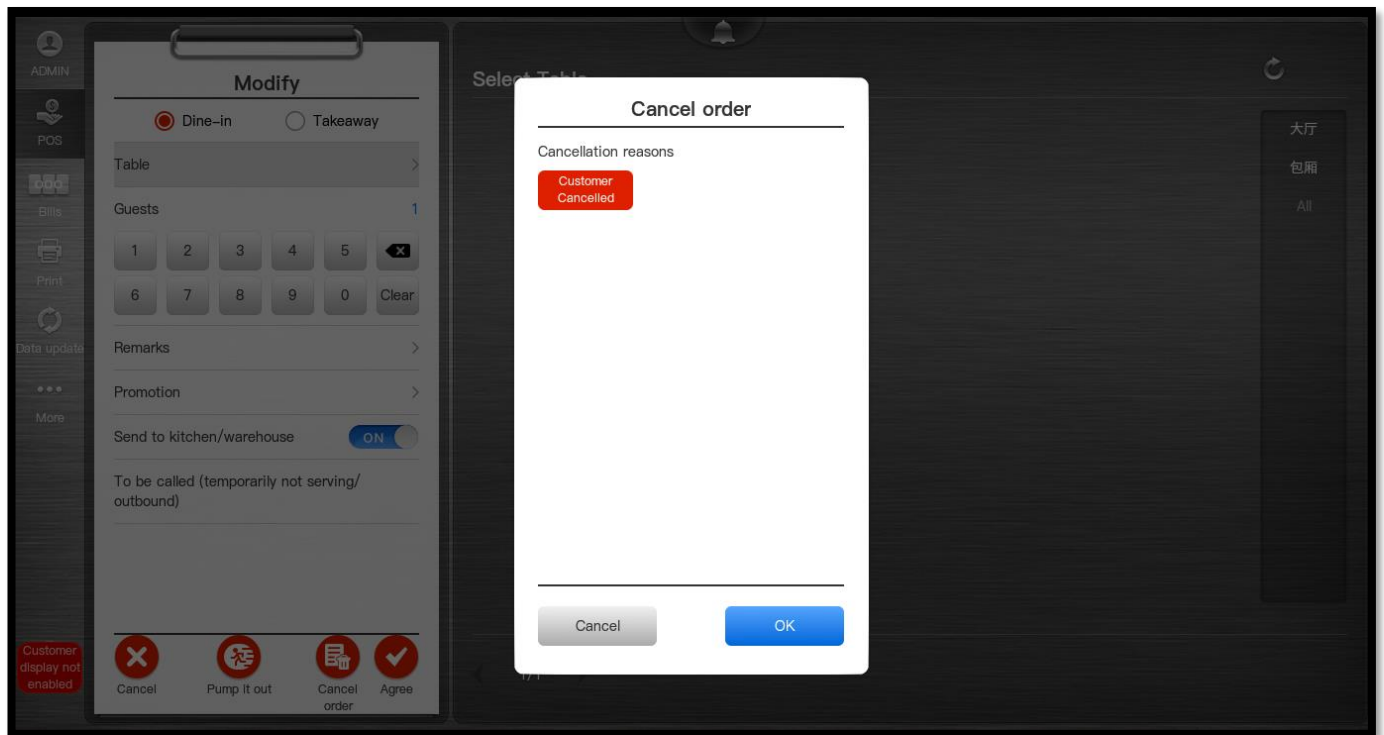
You may process payment again after amendment.



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



Press [Cancel Order]

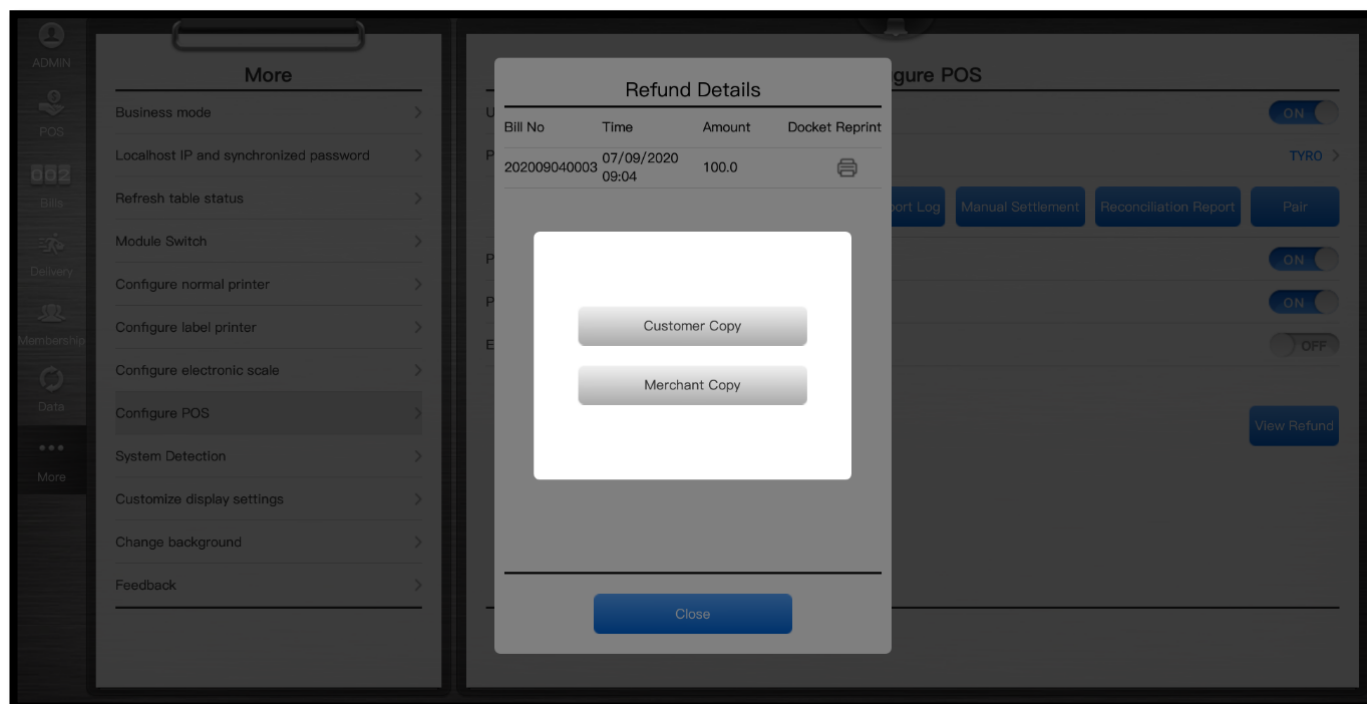
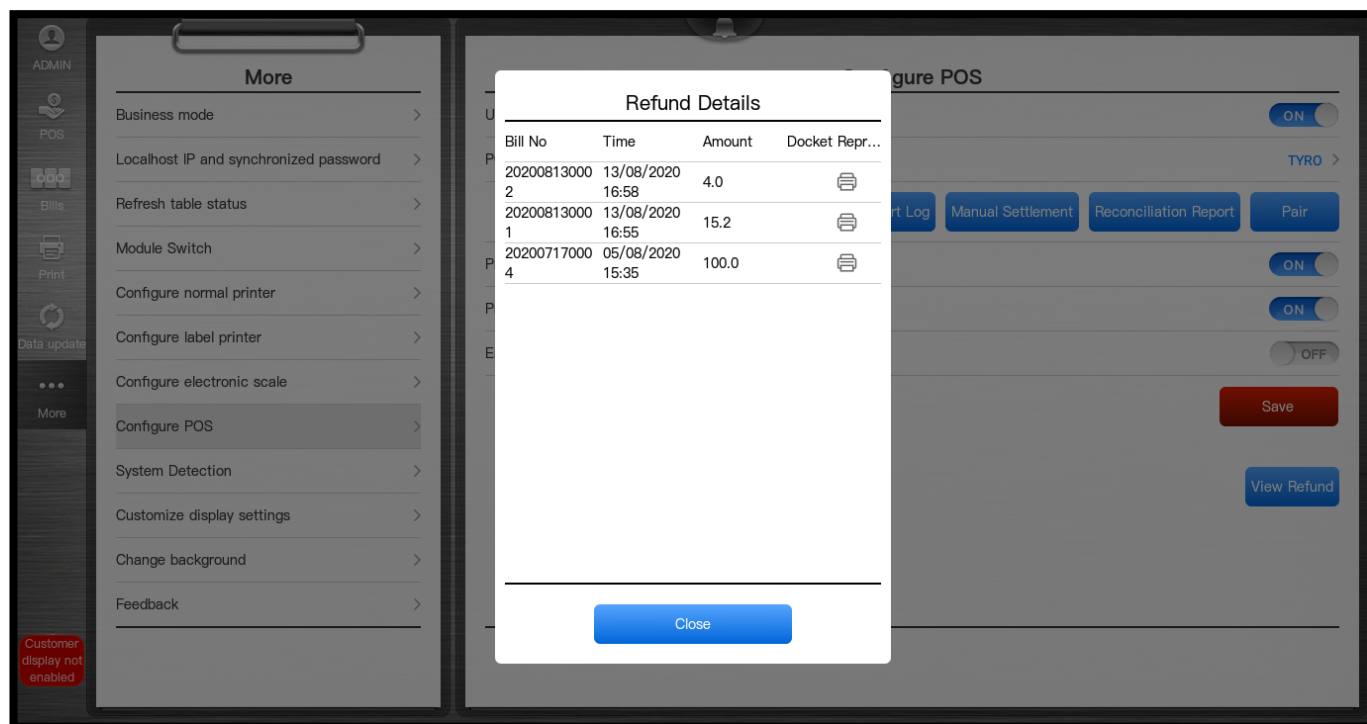


Choose a reason for cancellation and press [OK] to finish.

View Historic Refund Dockets

To print historic refund docket, 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.



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

<https://help.tyro.com/s/article/How-do-I-change-my-network-connection>

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>

Q & A

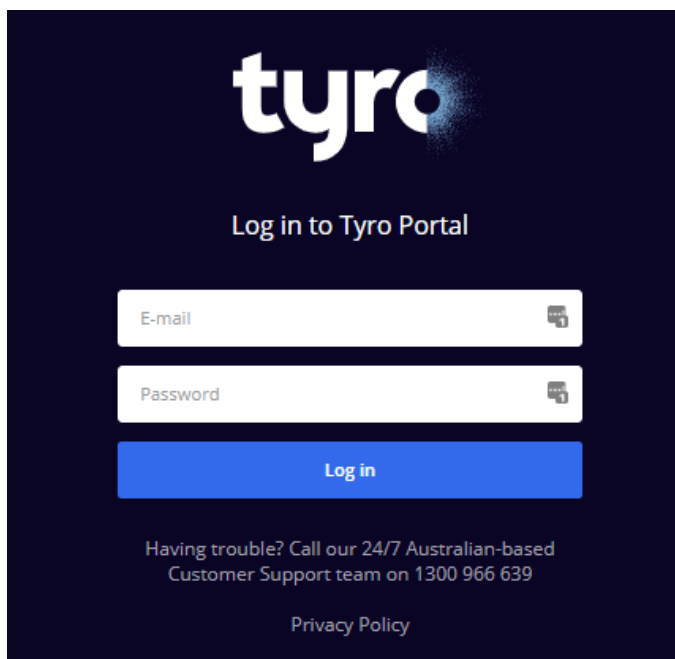
How to enable surcharging?

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).

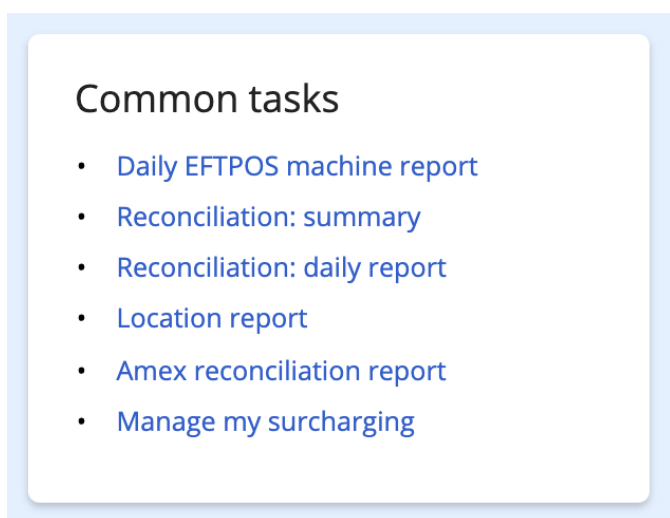
To change your surcharging settings follow the steps below.

Surcharging must be set through the Tyro portal.

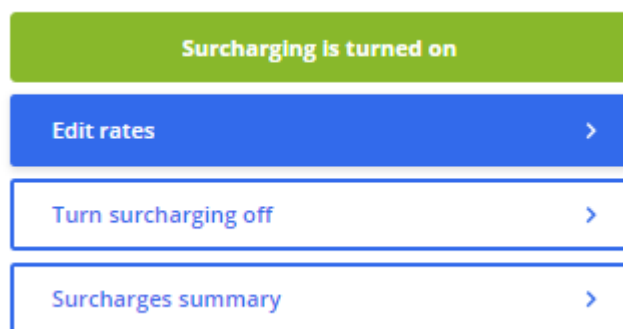
1. Make sure your EFTPOS machine are powered on and idle.
2. Login to the Tyro portal. This can be found through the following link : <https://merchant.tyro.com>



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



4. Select the **Edit rates** button



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 [from the RBA's website here](#)

Edit surcharge rates

✕

If you need more information about surcharging before you proceed, you can find it on [Tyro Help](#).

The table below has been prefilled with Tyro's recommended rates. You can review and adjust as required and when you are satisfied, click 'Update surcharges'.

Applied rates can be between 0% and 5% and to 1 decimal place accuracy.

Adjust recommended rate to include EFTPOS machine fee?

No

Card	Recommended rate	Applied rate
MasterCard credit	1.2 % ➔	<input type="text" value="1.2"/> %
MasterCard debit	1.0 % ➔	<input type="text" value="0.7"/> %
Visa credit	1.7 % ➔	<input type="text" value="0.4"/> %
Visa debit	0.8 % ➔	<input type="text" value="0.9"/> %
Amex / JCB Single Settlement	Read Surcharging Guidelines	<input type="text" value="0.5"/> %
Diners	0.1 % + your Diners Merchant Service Fee	<input type="text" value="0.5"/> %

Set all recommended

Reset all

Clear all

Cancel

Update surcharges

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. [Download](#) 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