

G17.2

Page 1

Category General

Version 2.2B+

Module Integrated EFTPOS

Windows XP, Server 2003

Updated May 09

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Tyro Support 1300 966 639

Setup Checklist

1. Wireless broadband/spare router port available at Point of Sale.
2. Integrated Eftpos enabled in Retailer
3. .Net framework installed (A)
4. PC restarted
5. Tyro terminal adapter installed (B)
6. Tyro Autoupdater configured (B11)
7. Tyro Terminal paired with terminal Adapter (C)
8. Retailer configured to work with integrated EFTPOS (D)
9. Payment types configured (E)



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INTEGRATED EFTPOS - Tyro

This advice sheet outlines the setup and configuration of integrated EFTPOS and Retailer using the Tyro integration. EFTPOS integration reduces staff errors in processing EFTPOS transactions and consequently improves security.

Things you need to know

- If you are using the Wireless terminal (Xentissimo), you need ensure your wireless router is no more than 5 metres away from terminal. If it is further than this, you would need to increase your wireless signal range or move your wireless router to front counter. Wireless terminals require a strong signal to connect and process transactions quickly.
- If you are using the Ethernet terminal (Xenta), you will need to have additional Ethernet port/switch at the front counter.
- Both terminals connect directly onto your broadband, so a reliable broadband connection is essential.
- In Retailer, the Integrated EFTPOS option needs to be enabled. To check this, go to **Help** → **Register** and check that the **'Integrated EFTPOS'** option is ticked. If not, contact Tower Systems to enable this function.
- Make sure you have contacted Tyro to activate your Tyro terminals as per the sticker on each terminal.

A: Installing the Microsoft .Net Framework

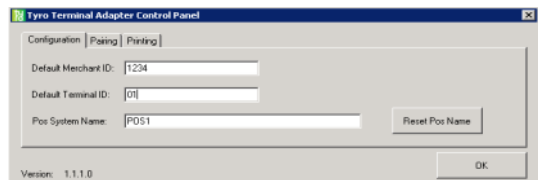
To use Tyro, each PC will need the Microsoft .Net framework installed. If you do not have it installed it is available for download from the Tower Systems website.

1. From the Tower Systems website, go to **Support** → **Downloads**.
2. Click on **Microsoft.Net 2.0 Framework** and click 'Save'.
3. A 'Save In' window will come up. Click the 'Desktop' button and click 'Save'. When the file has finished downloading click 'Close'.
4. This will download the folder to your desktop. To install the file, double-click 'dotnetfx' on your desktop and click 'run'.
5. Click on 'Next'.
6. On the End-User License Agreement screen, please tick on *I accept the terms of License Agreement*. (If you get a message that the program has already installed, click 'Exit' and go to section B).

7. Click on 'Install'.
8. A Setup Configuration screen will appear. This takes 1-2 minutes, and an installation components screen will appear with a progress bar.
9. Click on 'Finish'.
10. You need to Restart your computer.

B: Installing the Tyro Terminal Adapter

1. From the Tower Systems website, go to **Support** → **Downloads**.
2. Click on **Tyro Terminal Updater** and click 'Save'.
3. A 'Save In' window will open. Click 'Desktop' and click 'Save'. When the download is complete, click 'Close'.
4. From you desktop, double-click on **TyroTerminalAdapterAutoUpdater** and click 'Run'.
5. An installation window will open. Click 'Install'.
6. Open My Computer
7. Go to Local Disk C:\ → Program Files → Tyro → Terminal Adapter
8. You will see the **TyroTerminalAdapterAutoUpdater** appear in this folder. Double click on it.
9. The 'Tyro Terminal Adapter AutoUpdater' screen appears. Click on 'Upgrade'.
10. When this is done, you will see multiple files appear in this folder.
11. Double click on **Configuration**.
12. The 'Tyro Terminal Adapter Control Panel' will appear as below.



13. Ensure you input the MerchantID and Terminal ID. This can be found from you Tyro terminal. (On the Tyro terminal, press Menu -> Settings-> Terminal Info)
14. Click on the 'Printing' tab, and ensure you have ticked 'Printing managed by the POS'.

This general advice is provided by Tower Systems free of charge to supported users of its Retailer system. No warranty is made as to benefits to be gained by following this advice.



C: Pairing Tyro Terminal with Terminal Adapter

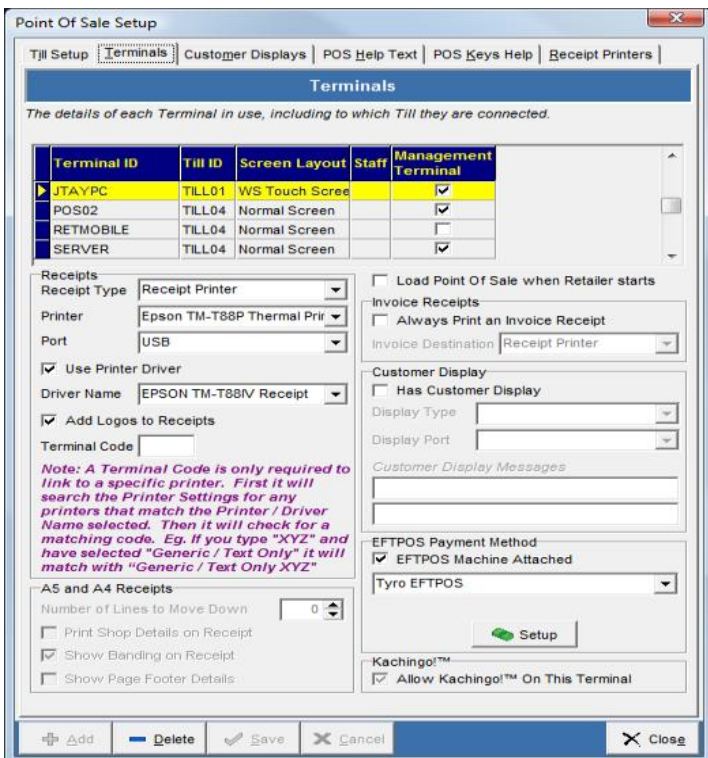
1. Click on **Start** → **Control Panel** and double-click on 'Tyro Terminal Adapter'.
2. Double click on **Configuration.exe**
3. Click on the 'Pairing' tab, click on 'commence pairing'. The 'Pairing with Terminal' screen appears (you have 30 second to complete Steps 6-7).
4. On your Tyro terminal, press Menu → setting → integrated Eftpos → Authorise pos.
5. Enter password (8976), and OK.
6. The Terminal will read 'Integrated Key Sent'. Click on 'OK'. **NOTE:** if you are pairing a second POS register, the screen will read **Reset Integration Key?** → Click 'No'.
7. The 'Pairing with Terminal' screen will disappear if pairing is successful.
8. Click on 'Verify Key' and this will display information to show pairing is successful.



NOTE: If you are pairing this Tyro Terminal with another POS register, repeat the steps in sections A, B and C.

D: Configuring Retailer to work with integrated EFTPOS

1. On the terminal you want to set up with integrated EFTPOS, click on **Setup** → **Point Of Sale**.
2. Click on the **Terminals** tab.
3. Click on the Point Of Sale terminal that you are currently using (highlighted in yellow).
4. Tick 'EFTPOS Machine Attached', and select 'Tyro EFTPOS'.



6. Click on 'Setup'. If the client software has been installed correctly, the Tyro Terminal Adapter Control Panel window will appear.
7. Check the Terminal ID and Merchant ID numbers to ensure that they were correctly entered during the EFTPOS software installation. If not, they can be changed here.
8. If any changes have been made, click on 'OK'.
9. Repeat these steps for all other POS terminals that will be using integrated EFTPOS.

E: Configuring payment types to prompt for EFTPOS

1. From the Main Screen of Retailer, click on **Setup** → **General** → **Pay Types**.
2. Select your EFTPOS payment type.
3. In **Type**, ensure that 'AutoPay' is selected.
4. Repeat Steps 2 & 3 for all other EFTPOS and Credit Card types (eg. VISA, Master Card, American Express, Diners).
5. Once your Payment Types have been updated, your terminals are enabled for integrated EFTPOS.

F: Processing an EFTPOS Transactions

1. Once you have rung up all the items in Point of Sale, press 'Sub Total'.
2. The Sub Total screen will be displayed. Select the desired payment type.
NOTE: This must be one of the payment types configured above.
3. Type in any over-payment or cash-out amount required. Remember that the cash amount is entered on top of the sale amount (eg. if the sale value is \$44.95 and the customer wants \$100 cash-out, you need to type in \$144.95).
4. Click on 'OK'.
5. You will then be prompted with the Enter Card screen. Insert or swipe the customer's card now.
6. Once the card has been read it will ask you to select an account. The customer should then select their account
7. Once their account has been selected, it will ask for the PIN to be entered. The customer can enter this now. If the card was a credit card, then the customer will simply need to press Enter.
8. The transaction will then be processed and either Approved or Declined.
9. If the transaction is approved and it was a credit card, you need to check that signature is correct. If so, click on OK. The transaction is then complete.

G: Performing a Settlement

Tyro will perform a settlement automatically at the end of the day. If you do wish to perform your own settlement at the end of the day:

1. On your Tyro terminal press [Menu]
2. Scroll down to 'Manual Settlement' and click 'OK'.
3. The pinpad will print a docket with a summary of your transactions.