



17 April 2008

Release 08.04.01 – detailed explanation

We are now remotely upgrading all Tyro IP EFTPOS terminals to release 08.04.01, which contains several new features and benefits.

For Xentissimo terminal users:

- You will now receive an audible beep warning of low battery.
- You can enable or disable the standby mode on the terminal. Standby mode puts the terminal to sleep when not in use, to save battery power. Go to Menu >Settings >Standby Mode.
- If your terminal repeatedly displays insufficient signal, call Tyro Support on 1300 966 639. They can decrease the signal strength.
- If your transactions are repeatedly reversed, call Tyro Support on 1300 966 639. They can increase the signal strength.

For integrated IP EFTPOS terminal users:

If you are using a point of sale system (POS) that is integrated with the EFTPOS terminal thus automatically driving the Tyro terminal to streamline the credit and debit card payment process, you will need to check and possibly update some settings on the terminal.

- Standby mode is automatically disabled on integrated IP terminals because the terminal must be able to communicate with the POS at all times.
- If your terminal screen says "IP address changed. Follow instructions on print out now. Press OK", this means your router has allocated a new and different IP address to the terminal and the POS needs to be reconfigured with the new address so that it can communicate with the terminal. This might have happened because the router was switched off and on or if the router has temporarily failed. Press OK and the terminal will print out instructions. If you require assistance, call Tyro Support on 1300 966 639 or your software vendor.
- Your customers can swipe their card and select their account before the POS sends through the purchase amount to the terminal – they no longer need to wait until directed, saving time for you and your customers.

We will continue to keep you informed of upgrades to the Tyro terminals. Please contact Tyro Support on 1300 966 639 if you have any questions.

Have a great day!

The Tyro Team

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