

Tyro Integration Guide

This integration is for Android and Windows till systems.

Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen, as well as three app icons - POS, Network Details, Rescue.

Installing the app

The steps below will need to be completed via **Google Chrome** using a Windows till system or laptop/PC/smartphone.

1. Log into your **Epos Now Back Office** via Google Chrome (**eposnowhq.com**)
2. Select **APPS** (left hand side)
3. Click onto **any** app (the URL bar will look something like this - **https://www.eposnowhq.com/Apps/App/111**); remove the numbers from the end of the URL bar and replace them with **827** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**

The Tyro app will now be installed on your Back Office.

Configuring the card reader

The following steps will need to be completed on the card reader.

1. Press the **Menu** button
2. Select the **Configuration** option (option 5)
3. Enter your admin password (the password will be one you have set up with Tyro - if you are unsure what this is, contact Tyro on **1300 966 639**)
4. Select the **Integrated EFTPOS** option
5. Select **Integration Mode** and confirm the card reader is set to **Integrated**
6. If the card reader is not set to integrated, choose the **integrated** option
7. Return to the **Integrated EFTPOS** menu by pressing the **red** stop button
8. Select **Pair with POS**

Your **MID** and **TID** will display on the card reader screen, take a note of these numbers as you will need them later (remain on this screen as you will need to go back to it)

Back Office setup

You will now need to configure the card reader in the **Back Office**.

Note: Further steps are required on the card reader.

1. Head to your **Back Office**
2. Head to the **Tyro Payments** app you installed earlier (Apps > My Apps > Select **SETUP** on the Tyro Payments app)
3. Enter your **MID** and **TID** details into the required fields
4. Add a **name** to identify the card reader i.e. Tyro Card
5. Select the **Add and Pair Terminal** button
6. On the **card reader**, when prompted select the **Start** button
7. A **Successful Sync** should refresh the apps setup page. If the page does **not** refresh, press the **Resend Key** button on the card reader (continue to try this until you see a **Successful Sync**)
8. Once successfully synced, on the app page, scroll to the bottom and select the **Save Tender Name** button

Enabling Tyro Payments

You will now need to enable Tyro in the **Front Till** settings.

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Cloud Sync** (performing a cloud sync will sync all saved data/changes from the **Back Office** to the **Front Till**)
4. Once synced, go back to the **3 lines** (top left corner)
5. Select **Settings**
6. Select **Peripherals** along the top of the screen
7. You will see **Tyro Payments**, toggle this on (the toggle will appear **blue** when on)
8. Select the **back arrow** (top left corner) to save your changes

If you have more than one card reader to set up, you will need to follow the above steps on each till and the extra steps listed below:

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **Peripherals** along the top of the screen
5. You will see an option for **Set Default Payment Terminal**, select **Change**
6. Choose the card reader that will be linking with the till system you are enabling these settings on
7. Select the **back arrow** (top left corner) to save your changes

Testing a transaction

You can now test a transaction on your **Front Till** to make sure your new Tyro card reader is communicating with your till system.

1. Log in to your **Front Till**
2. Select the **Misc. Product** action button found at the bottom right and click the **+** sign on the top left of the screen. Enter any product name and enter a small amount (1p/cent) and press **Add**. The product will appear in the **transaction panel** on the right.
3. Select **PAY**
4. Select the **tender** as Tyro (or whatever you changed this to in your **Back Office**)

You will then see a pop up on the screen confirming that Epos Now software is connecting to the Tyro card reader, be sure to check the card reader screen to see if it's showing the amount. If the transaction amount is showing on the card reader, you can now take payment. The till system will receive a signal from the Tyro card reader and will cash off the payment on the Epos Now software.

FAQ's

I have an error on the screen of my Tyro card reader, what do I do?

If you have an error on the card reader, you will need to contact Tyro on **1300 966 639**.

I have an error on my till screen when trying to process a card payment, what does this mean?

Try checking that your card reader has a solid internet connection. Alternatively, try restarting the till system and the card reader.

My card reader is declining payments, why?

If your card reader is declining payments, you will need to contact Tyro.