

Tyro Go EFTPOS reader

User guide

Welcome to your new Tyro Go EFTPOS reader

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1. Getting started

Tyro Go is an EFTPOS reader that will enable you to accept card transactions using your smart device. Connected via Bluetooth to the Tyro Go App, Tyro Go is a sleek, pocket-friendly mobile device that allows you to take payments, make refunds, and review the day's transactions.

Tyro Go requires the Tyro Go App to operate.

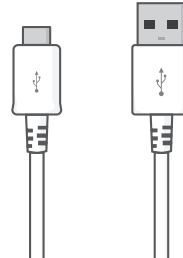
1.1 What's in the box?



Tyro Go EFTPOS reader quick start guide



Tyro Go EFTPOS reader



USB Charging cable



Ways to pay stickers, to display the payment schemes you accept

If any of the items are missing, please contact Customer Support on 1300 00 TYRO (8976).

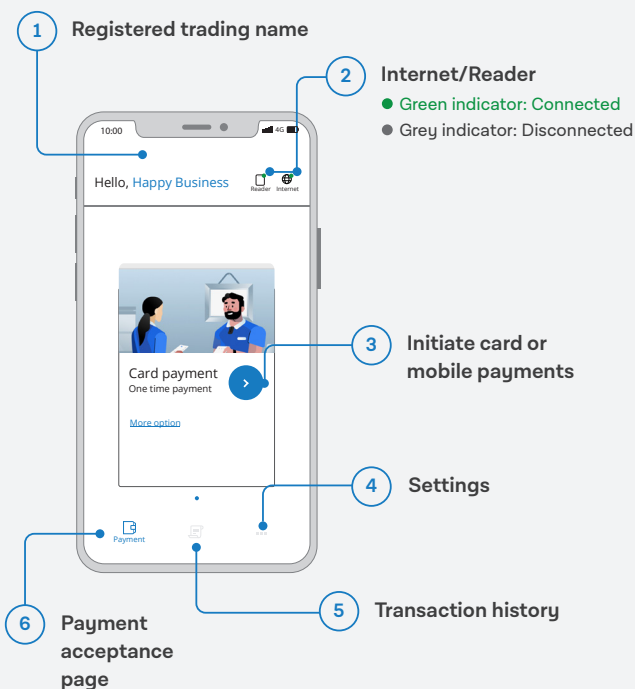
1.2 Get the Tyro Go App

Search “Tyro Go” and download the app from the App Store or Google Play.

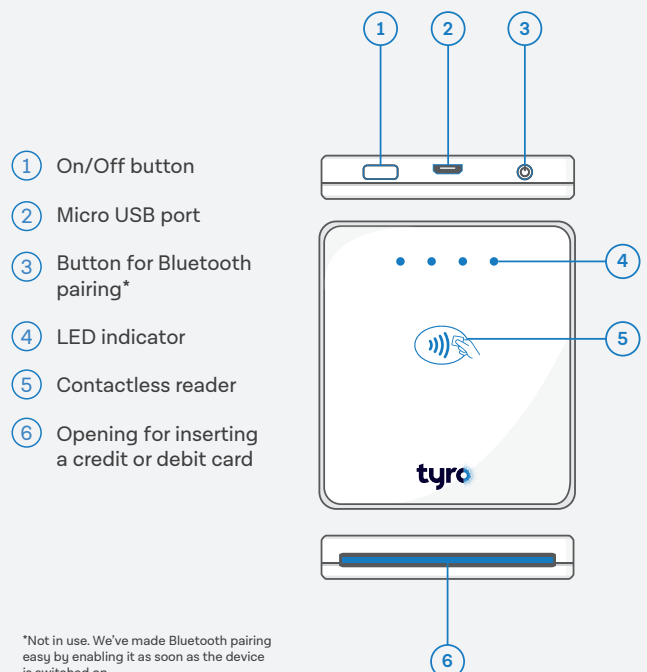
Supported devices and operating system versions are found on the respective App Store on Google Play.



1.3 Get to know the Tyro Go App



1.4 Get to know your Tyro Go



2. Getting started

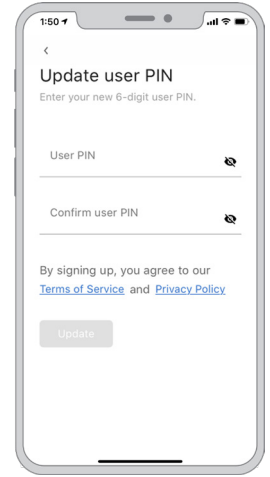
2.1 Log into the Tyro Go App

If you have it already, log in to Tyro Go App with your User ID and User PIN. If you don't have one yet, log in to the Tyro Portal, go to **“Self-service”** then click **“Manage Tyro Go accounts”**.


Note: only Administrators have access to this feature.

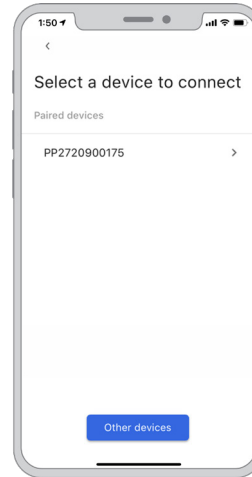
Setting a PIN

- For first-time users, you will be asked to set a new PIN
- Enter a 6-digit PIN and confirm
- Set and memorise a PIN that is not easy to guess (birth date, postcode, etc)
- Additionally, sequential numbers (123456) and repetitive patterns (001100, 123123) are not permitted and will be rejected as a valid PIN

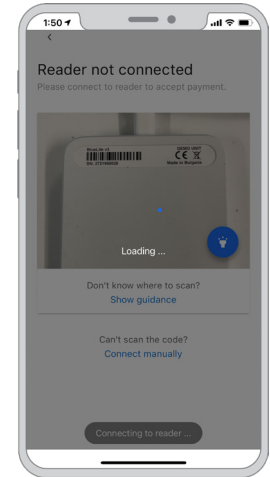


2.2 Pairing your Tyro Go

- Switch on your Tyro Go, keeping it close to your smart device
- On the smart device, access **settings** to enable:
 - Bluetooth connectivity
 - Location services
 - Wi-Fi or mobile network
- Access and log into the Tyro Go App with your credentials
- Select the **Reader**  icon at the top right corner
- Select **“Connect to reader”** and pair by:
 - Matching the serial number at the back of your Tyro Go to the list of available Bluetooth devices;
 - Scanning the serial number on the back of your Tyro Go using your smart device camera



Matching the serial number



Scanning the serial number

When your Tyro Go has successfully paired, the reader icon on the homepage will indicate a green dot.



Keep your Tyro Go within 10m of your smart device.

2.3 Connecting your Tyro Go to an additional smart device

To pair a new smart device to your Tyro Go, repeat the steps above. Only one smart device can pair with the reader at a time.

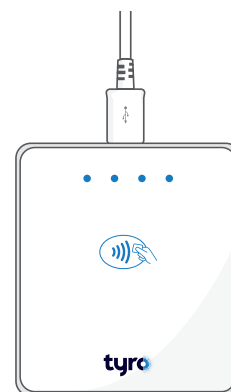
2.4 Charging your Tyro Go

Using the supplied USB charging cable, plug the cable into the port on your Tyro Go, and the other end into a powered USB port.

When charging, the white LED light will blink. The white light will stop flashing when your Tyro Go is fully charged. Charging times vary depending on usage since the last charge, but it should take no more than two hours to charge if not in use.




You can use Tyro Go while charging.

A fully charged battery can last for 8 hours with regular usage and 24 hours if the reader is idle. Tyro Go will disconnect from the app and shut off after 2-3 minutes of inactivity.



2.5 Perform a test transaction

It is recommended to perform a test transaction to familiarise yourself with the payment flow.

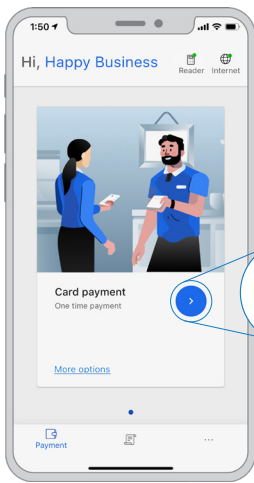
1. From within the Tyro Go App, select the wallet icon  to find the Payment page, which is also on the home screen.
2. At the payment page, select the Card payment  button.
3. Enter the sales amount, noting that a decimal is not required.
4. If desired, enter a sale description by selecting the **add note**  icon on the top right and selecting **“Done”**.
5. On the Payment confirmation page, confirm the payment by selecting **“Confirm”**.
6. Allow the customer to tap their contactless card on your Tyro Go. Alternatively, the customer can insert their card into the reader chip slot.
7. The customer is required to enter their PIN into the Tyro Go App if:
 - a. The contactless transaction exceeds AU\$100 or AU\$200 depending on the card issuer, or
 - b. A chip payment is made
8. Once the card is tapped or inserted, a beep sound is emitted, and the LED indicator on your Tyro Go will light up. The branding of the card scheme will appear on the mobile or tablet screen, which indicates payment is processing and authorising.
9. Upon successful authorisation, a digital receipt page will appear.
10. Allow the customer to enter their email address to issue a digital receipt.
11. Proceed by selecting **“Send Receipt”**. Alternatively, select **“Skip”** if the customer does not wish to receive an e-receipt.
12. The payment transaction is now complete.

2.6 Typical tasks on Tyro Go

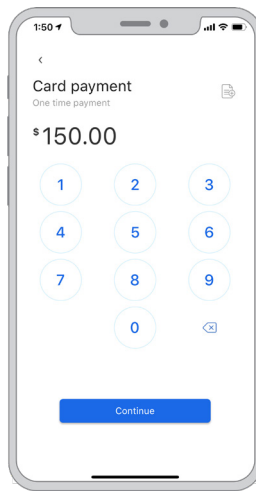
2.6.1 Accepting card payments

Taking payment is straightforward. Note that your Tyro Go must be paired to your smart device, and your smart device must have an internet connection to begin the process of taking a payment.

As soon as you open the Tyro Go App, it will automatically pair to your Tyro Go if paired previously.



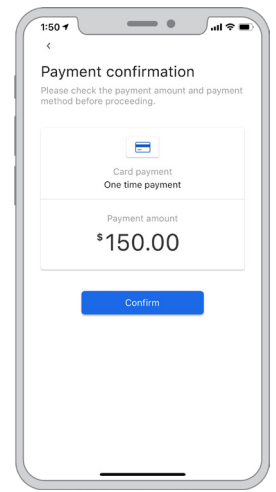
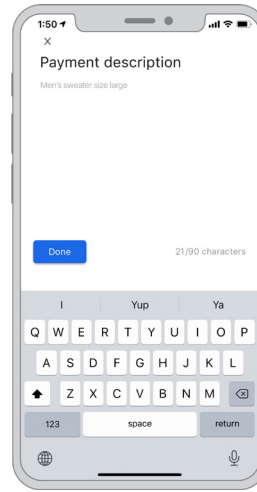
At the payment page, select the “Payment” icon



Enter the amount.

Note that a decimal is not required.

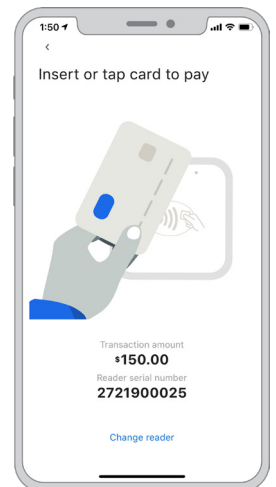
Optional: Enter the sale description if you prefer by selecting the “add note” icon on the top right.



Confirm the amount

After confirming the payment amount, the contactless icon and contactless payments indicator will illuminate on your Tyro Go, indicating that it is ready to accept a card or device payment.

Follow the instructions to insert or tap the card.



Allow the customer to tap their contactless card or mobile device on the Tyro Go. Alternatively, the customer can insert their card into the chip slot.

Note: Tyro Go only supports contactless and chip-based payments. Magnetic stripe (card swipe) is not supported.

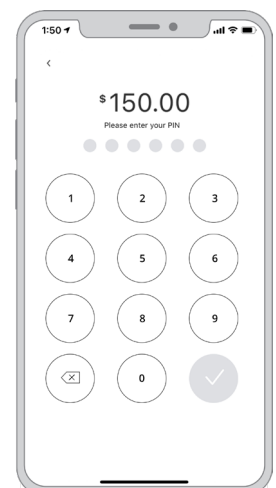
The customer may be required to enter a PIN if:

- the contactless transaction exceeds AU\$200; or
- a chip payment is made

Important: As the business operator, you should provide adequate privacy for the cardholder to enter their PIN. In addition, you should remind the cardholder to cover the screen when entering their PIN to protect their confidentiality.

Once the card has been tapped and the PIN successfully entered (if required), the Tyro Go will release a beep sound, and the LED indicator will light up.

The Tyro Go App will display the logo for the card used for the transaction, e.g. Visa, and then attempt to authorise the transaction.



2.6.2 Issuing a digital receipt

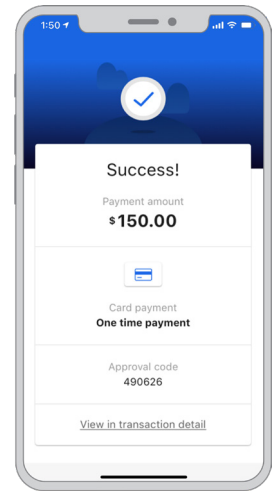
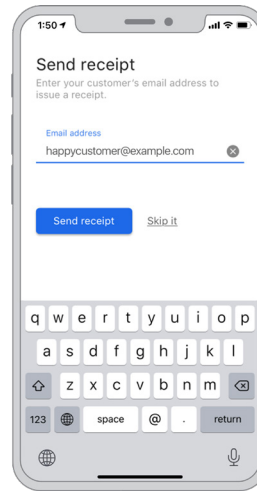
Upon successful authorisation, the digital receipt screen will appear.

Allow the customer to enter their email address to issue an electronic receipt.

Proceed by selecting “Send receipt”.

Alternatively, select “Skip it” if the customer does not wish to receive an electronic receipt.

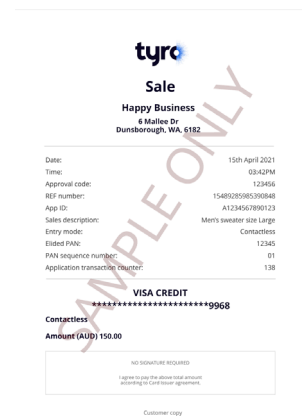
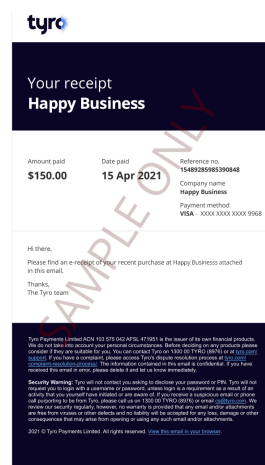
The payment transaction is complete.



If requested, the customer will receive an email with the pdf receipt attached to it.

The email will show your business trading name on the top, and some details of the transaction.

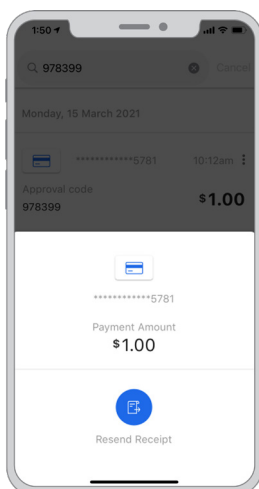
More details of the transaction will be attached via a pdf.



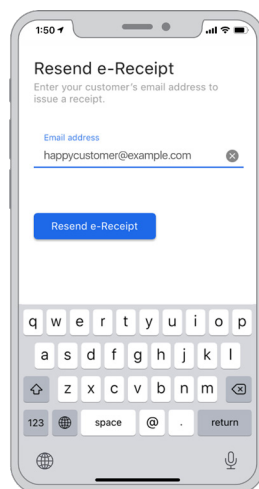
2.6.3 Resending a digital receipt

If the customer wants their receipt to be sent to them again, simply find the transaction in the completed transaction list and resend.

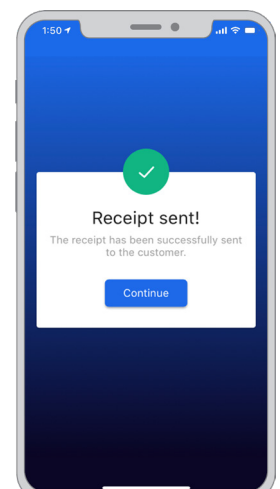
Note: Transactions list refreshes every 5am Sydney time, after which they will no longer be listed in the app.



Find the appropriate transaction



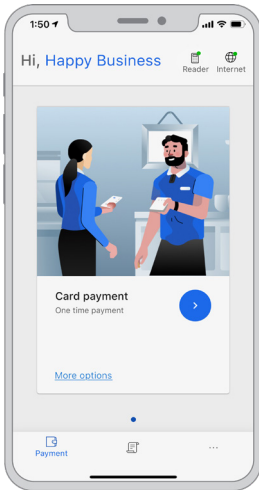
Enter the email address of the cardholder.
Select “Resend digital receipt”



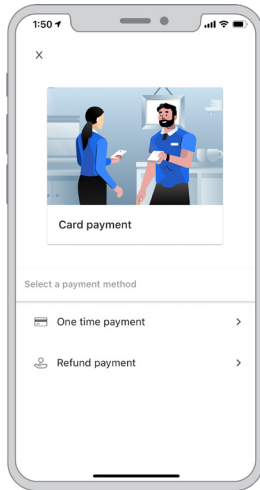
The receipt will be sent

2.6.4 Refunding a transaction

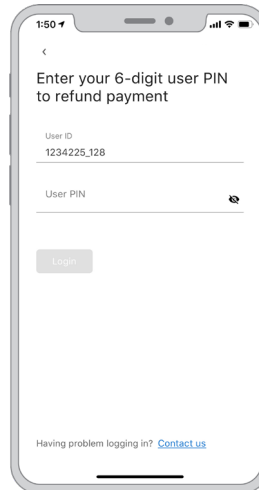
To process a refund:



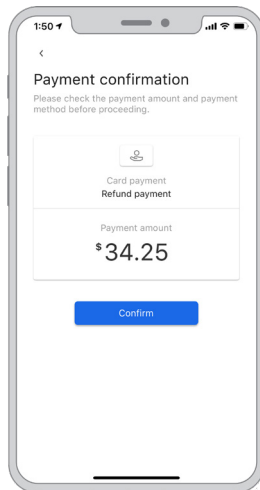
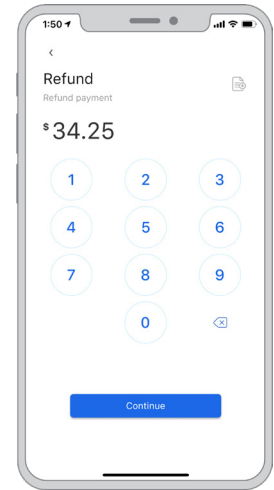
On the payment screen, select **“More options”** at the bottom



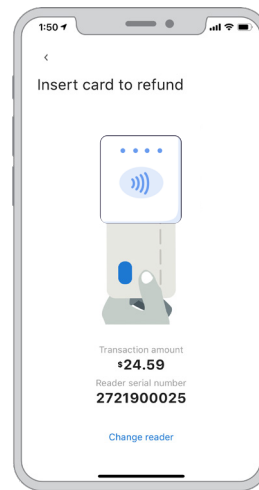
Enter your User PIN to start the refund process



Enter the refund amount
Select **“Continue”**

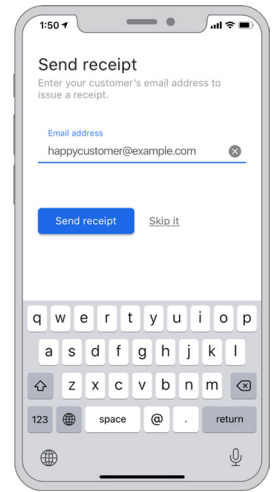


And then select **“Confirm”** to continue the refund

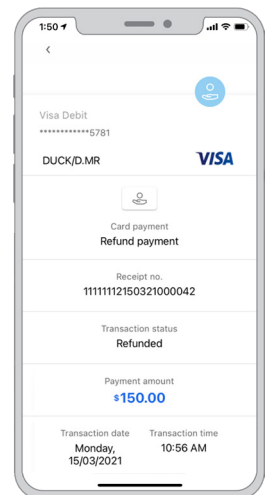


Allow the customer to insert their card into the reader

Upon successful completion, the digital receipt page will be presented.
Allow the customer to enter their email address to issue the receipt.
Proceed by selecting **“Send receipt”**.
Alternatively, select **“Skip it”** if the customer does not wish to receive a receipt.



The refund transaction is complete.
You can now send the refund receipt to the cardholder if they would like a receipt.



If requested, an email will be sent to the cardholder with the receipt attached.
The email will have your business name in the header and the details of the refund.



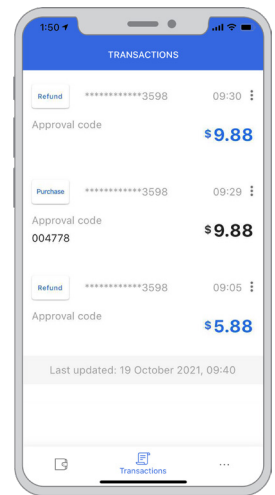
2.6.5 Viewing transaction history

You can view a listing of all your unsettled transactions. To access this listing, select “**Transactions**” on the bottom of the main screen.

Here you will be presented with all transactions, including purchases and refunds.

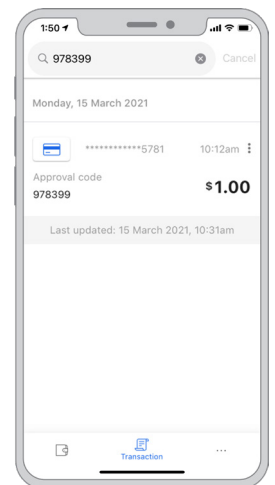
Processed transactions will display the following information:

- Date and time of payment
- Approval code
- Payment amount



You can also search transaction history by approval code, amount, receipt number, or the last four digits of the card used for the transaction.

Note: Transactions list refreshes every 5am Sydney time, after which they will no longer be listed in the app. To view transactions beyond, use the **Tyro Portal** or the **Tyro App** (described below).

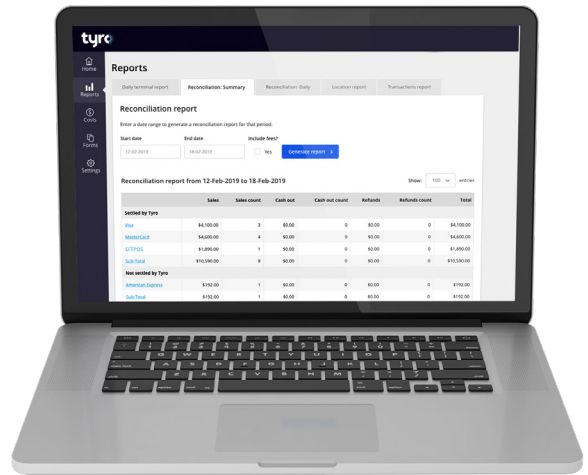


3. Other Products available to you

3.1 Tyro Portal

When you log in to the Tyro Portal, you can view your EFTPOS transactional reports and insights to help you run your business. Specifically, you will have access to a deeper dive to determine card details and verification method, cancelled and declined transactions, the ability to create a reconciliation report that details total transaction amounts for each EFTPOS machine over a specific time period, and much more.

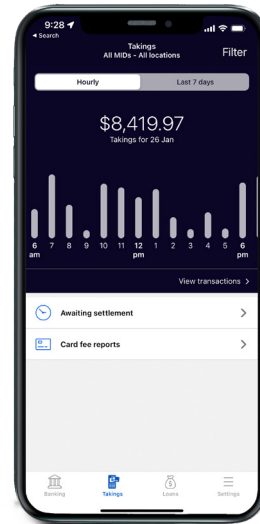
Your credentials for the Tyro Portal are the same as the Tyro App. If you do not have your credentials - please contact Customer Support on 1300 00 TYRO (8976).



3.2 Tyro App

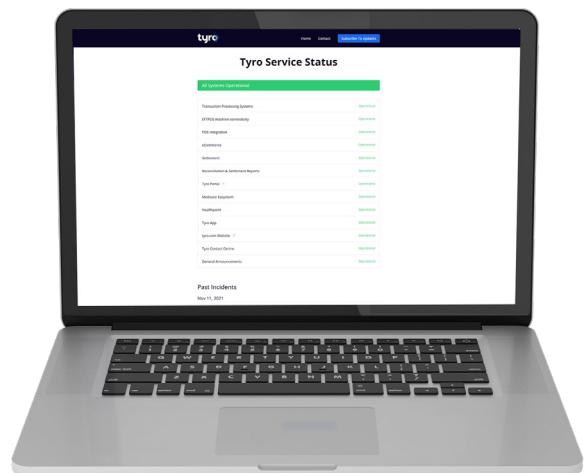
The Tyro App enables you can stay on top of business with real-time EFTPOS data, letting you access hourly transaction reports for each of your locations, check Tyro Service Status, and access Tyro Help. If you haven't already, download the Tyro App from Google Play or the App Store.

Your credentials for the Tyro App are the same as the Tyro Portal. If you do not have your credentials - please contact Customer Support on 1300 00 TYRO (8976).



3.3 Tyro Service Status

At status.tyro.com, you can see our systems' real-time status and opt-in to notifications for systems, including transaction processing, EFTPOS machine connectivity, and the Tyro Portal.



4. Support and care

For any issues, please call our Aussie-based support team 7 days a week on **1300 00 TYRO (8976)** or email cs@tyro.com.

4.1 Cleaning your Tyro Go

It's essential to regularly clean your Tyro Go to protect it from dirt and damages.

To do this:

- Use the same cleaning agents you would use to clean a laptop or smartphone, e.g. only a solution of 70%-75% ethanol with water
- Do NOT spray household cleaners or surface disinfectants directly on your Tyro Go, and do not use solvents like acetone, white spirits, or isopropanol
- Apply the 70%-75% ethanol with water to a cloth, gently rub the exterior of your Tyro Go
- Aim to clean your Tyro Go daily.
If your reader gets a significant amount of use, you should consider cleaning it multiple times per day

Tip:

Keep a bottle of hand sanitiser near your Tyro Go and encourage anyone that needs to touch the reader to please sanitise their hands first.

4.2 Lost or stolen smart device

If your smart device with Tyro Go App is lost or stolen, please call the Tyro Customer Support team at **1300 00 TYRO (8976)** immediately for remote User ID deactivation. Acting promptly will help to reduce any potential for fraud.

4.3 Damage to your Tyro Go

Your Tyro Go may stop working if damaged. Call Customer Support team immediately for assistance.

4.4 End of service

If you choose to end your Tyro Go service, please let the Customer Support team know as soon as possible, so they can remotely deactivate your account. After deactivation, you will no longer be able to log in to the Tyro Go App and process transactions via Tyro Go.

5. Frequently asked questions

5.1 How do I check the battery level of my Tyro Go?

You can find the battery level from the reader settings. To view, click the reader icon at the top right corner of the Tyro Go App.

The right battery level is displayed when the device is unplugged.

5.2 How frequent should I charge my Tyro Go?

Tyro Go uses a lithium-polymer battery, and charging frequency depends on your usage. It is advisable to keep your reader sufficiently charged when taking payments to avoid disruptions. You may experience disconnection issues when the battery level drops below 20%.

The reader can still be in use while charging.

5.3 Can I perform a transaction while offline?

Offline transactions are not permitted.

The smart device you use for the Tyro Go App must have an internet connection - either a mobile (3G, 4G, or 5G) or a Wi-Fi connection.

In addition, your Tyro Go must be connected to the smart device via Bluetooth.

5.4 How do I check the connectivity of my Tyro Go to the Tyro Go App?

When your Tyro Go is paired to the Tyro Go App, the reader indicator on the app screen will display in green.

Otherwise, to pair your Tyro Go:

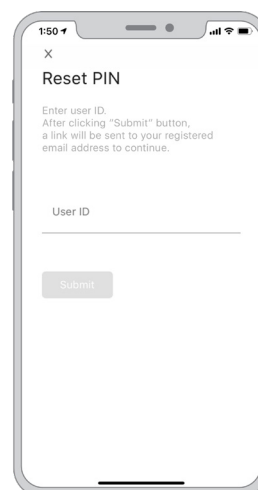
- Enable Bluetooth in the mobile device settings
- On the app, select the **“Reader settings”** icon on the top of the screen
- Select **“Connect to reader”** to pair the reader, matching with the serial number displayed at the back label of the device
- Once paired, the reader indicator on the Tyro Go App screen will display in green

5.5 Why are my login attempts unsuccessful?

- The User ID or User PIN could be incorrect
- There could be an error in the connection
- A user account is suspended or has been inactive. Please contact Customer Support on 1300 00 TYRO

5.6 What if I forgot my user PIN?

Select **“Forgot user PIN”** on the login page. Enter the User ID and email address to receive instructions to reset your User PIN.



5.7 When will card PIN verification be prompted during a transaction?

For contactless transactions, PIN verification will be prompted if the sales amount exceeds \$200 AUD. Any transaction made via chip payments will prompt PIN verification.

5.8 What if I lose my Tyro Go or smartphone? Will my account be at risk?

Kindly report the loss to Tyro Customer Support on **1300 00 TYRO** as soon as possible so we can lock your account.

5.9 What if my transaction was interrupted, or I'm not sure if the transaction was completed?

Before performing another transaction, navigate to **"Sales history"** to search for the transaction.

All transactions, including refunded transactions displayed in **"Sales history"**, are approved and successful transactions. If your transaction is not listed before the 5am refresh, then the transaction did not occur, and you can request to perform the transaction over again.

5.10 What if my transactions are not in "Sales history?"

All transactions displayed in "Sales history" are approved purchase and refund transactions.

Sales history refreshes every 5am. To view transactions beyond the period, you can use the Tyro Portal.

5.11 What if I drop my Tyro Go?

Your Tyro Go might not work if it is damaged. Tampering with your Tyro Go voids warranty.

5.12 What if I try and open my Tyro Go?

Force opening Tyro Go is considered tampering and voids any of your warranty. For your protection, your reader has an auto-wipe feature that stops it from working when someone tries to tamper with it. Kindly reach out to Tyro Customer Support for assistance.

6. Troubleshooting

6.1 My Tyro Go keeps disconnecting. Why?

Try these troubleshooting steps:

- Close and reopen the Tyro Go App on your device
- Ensure the app software is up-to-date
- Turn on Bluetooth from your smart device settings
- Ensure your Tyro Go is within 10 metres of your smart device
- Check that your Tyro Go has adequate battery power
- Restart your smart device
- Restart your Tyro Go
- Move your Tyro Go away from common sources of Bluetooth interference such as microwave ovens, poorly shielded power lines, 4GHz cordless telephones, or Wi-Fi speakers
- If you are using an Android device, clear the Bluetooth cache
- If using an Apple device, see Apple's article on Bluetooth interference for additional information

6.2 How do I restart my Tyro Go?

Hold in the power button for 2 seconds until you hear a series of descending tones.
To turn it back on again, hold in the power button until you hear ascending tones.

6.3 My Tyro Go won't charge

- Plug the charging cable into another USB port
- Force shut down of your Tyro Go by holding in the power button

If you are still having problems, contact Customer Support.

In the unfortunate situation your reader is damaged and needs to be returned, please call our Aussie-based support team 7 days a week on 1300 00 TYRO (8976).

7. Cautions

- Do not switch apps when taking payments. Allow the transaction to process completely before switching or closing the Tyro Go App
- Do not use while operating a vehicle
- Do not leave in a vehicle in extreme heat
- Do not drop, knock, or shake your Tyro Go. Rough handling could break internal circuit boards and mechanics
- Do not expose your Tyro Go to rain or spilled beverages
- Avoid contact with other metal objects (e.g., keys/coins in pocket) to avoid unsightly scratches.
- Avoid activating buttons with long, pointed fingernails
- Avoid charging the battery in intense heat or extremely cold environments. The battery has its optimum performance at an ambient temperature of -10°C to +40°C
- Store your Tyro Go in a cool, dry place. If in long term storage, ensure the battery is fully charged before storage. Check the battery level periodically and recharge every six months to avoid damage to the device or battery
- Do not disassemble your Tyro Go or accessories. If service or repair is required, contact Customer Support to organise for the device to be returned. If the device is disassembled, this will void the warranty and will render the device inoperable

8. Tampering and safe disposal

Ensuring you're protected

The PCI Security Standards Council requires that all companies and personnel taking in-person payments or physically interacting with a payment card, must be trained to protect card payment devices.

To protect your business and customers from fraud, we advise the following steps:

1. Maintain an inventory

When you receive a new Tyro Go, make a list of your device's model and serial number, and keep it in a safe place. Make a diary note to regularly check your device against this list for any evidence of substitution.

2. Safeguard against tampering

Each Tyro Go ships with a unique software key that allows only authorised customers to use it. That key is automatically wiped when the reader is tampered with (someone tries to open and disassemble the reader) or broken (cannot accept payments anymore). If tampered with, the first and second LEDs on the left of the reader will flash red continuously.

Even with this key, we do recommend other actions to stay on top of fraud.

When unattended, specifically out of business hours, ensure the reader is stored safely to avoid theft and manipulation, and check the reader each day for any signs of tampering.

During regular business hours, inspect your reader from time to time. Specifically, look for unauthorised changes to the device, including new or frayed stickers, broken seals, a change in look or colour of your reader, damage to the device - especially around the seams, or any damage to cables or other materials that could mask damage.

If you suspect tampering of your device, suspect unusual login activity, or if your device has gone missing - please contact Tyro Customer Support immediately on **1300 00 TYRO**.

To safely return your Tyro Go

If you need to return your Tyro Go for any reason, please call our Aussie-based support team 7 days a week on 1300 00 TYRO (8976), and they will instruct you on how to return your device safely and securely to Tyro.

Please note: Tyro will never send someone to service devices on-site.

For more security information, please refer to www.tyro.com/security.

9. Other things you should know

9.1 Devices supported

Please refer to the Apple App Store or Google Play for supported devices and supported OS software versions.

9.2 Accessories

Use only the approved charging cable.

9.3 Updating your Tyro Go App

Depending on the settings on your smart device, software updates will be applied automatically or manually. We encourage you to keep your app up-to-date for the best experience.

9.4 Updating your Tyro Go firmware

When your Tyro Go requires an update to its firmware, you will be notified in the app.

Firmware updates are mandatory and cannot be paused.

The Tyro Go App will download the latest reader firmware and then apply the update to the reader. When the update has finished, the reader will restart automatically.

In all situations, please follow the instructions on the Tyro Go App.

To see what firmware version is currently running on your Tyro Go, from the home screen:



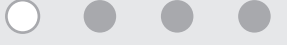
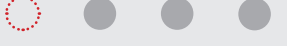

- Select “**more**” on the bottom right
- Select “**Reader settings**”

Your “**Reader version**” will be listed.

9.5 Status LEDs

The LEDs on your Tyro Go will illuminate from time to time. Some of the patterns are standard operating patterns, while others may indicate an error.

Please see below:

| LED Lights | LED Indication | Description |
|--|--|--|
|  | All LED lights are turned off | Tyro Go is switched off |
|  | 1st light is flashing white | Tyro Go is switched on but not connected to the Tyro Go App |
|  | 1st light is solid white | Tyro Go is switched on and is connected to the Tyro Go App |
|  | 1st LED light is flashing red | Bluetooth error or Tyro Go is in operation mode. Restart the reader. If issues persists, call Customer Support via 1800 00 8976 for replacement, warranty policy applies |
|  | 1st light is flashing red and white colour, 2nd light is solid red | Tyro Go is tampered. |

10. Warranty

Your Tyro Go comes with 12 months warranty. For full details, please scan the QR code or visit www.tyro.com/tyro-go-hardware-policy-and-limited-warranty/.



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