



Ostendo Tyro Setup & User Manual (Australia Only)

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TYRO INSTALLATION BEST PRACTICE

*****Note:** *Tyro EFTPOS Integration is currently only available in Australia.*

Due to the nature of the software installation it is recommended that the Tyro Terminal Adapter be installed by your external IT support. If engaging Cutcher & Neale to install this software, we will require direct contact to your IT support in order to efficiently complete the installation.

Below are best practice points for the installation and integration of the Tyro Terminal Adapter (TTA).

TTA must be installed on each computer which is used for processing payments through the Ostendo POS module to the Tyro Payment Terminal.

It is recommended that a single Windows User profile be used on the computer where TTA is to run.

Windows User needs to be a local Administrator for the computer where TTA is to be installed.

TTA is a Windows process and does not start automatically. To auto start the TTA process the application should be added to the Windows User Startup or set to run on startup via the Windows Task Scheduler.

Add a shortcut to the Tyro Terminal FileWatcher Adapter to the desktop to allow Users to manually start the process if required.

DOWNLOAD AND INSTALL TYRO TERMINAL ADAPTER

The Tyro Terminal Adapter must be installed on each computer which is used for processing payments through the Ostendo POS module to the Tyro Payment Terminal.

To install you should be logged in to the computer as a Windows User which has Administrator rights.

Information and download link for the Tyro Terminal Adapter can be found at:

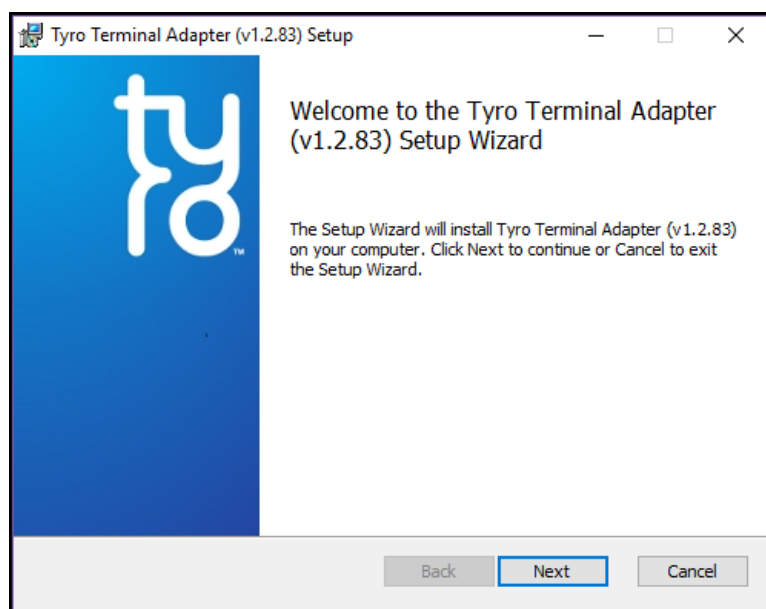
<https://help.tyro.com/s/article/How-do-I-install-the-Tyro-Terminal-Adapter>

The Tyro Terminal Adapter can be downloaded directly and installed from:

[https://integrationdownloads.tyro.com/TyroTerminalAdapter/Current/Setup\(TyroTerminalAdapter\).exe](https://integrationdownloads.tyro.com/TyroTerminalAdapter/Current/Setup(TyroTerminalAdapter).exe)

*****Note:** You should always obtain the latest instructions and Tyro Terminal Adapter (TTA) documentation from the Tyro website.

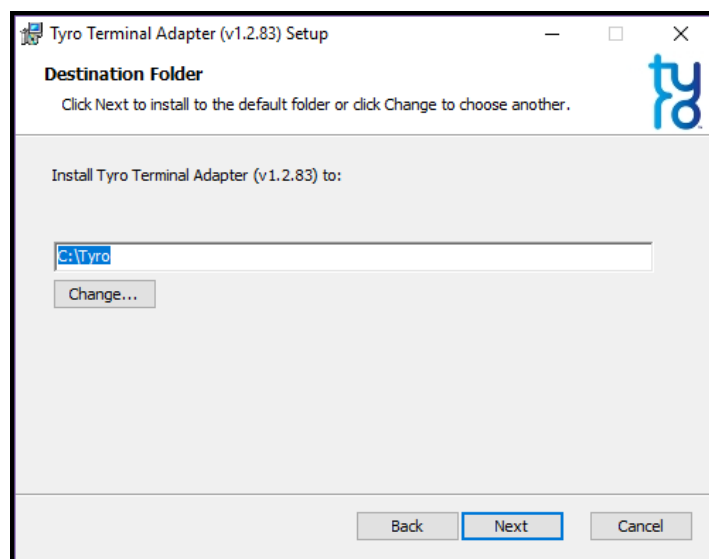
When downloaded a window should pop up asking if want to Save or Run the program. Select Run



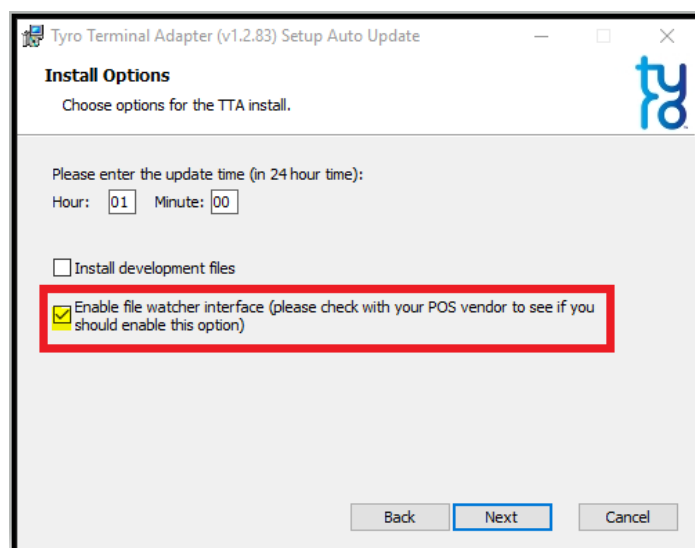
During installation the default installation file path may be set to *C:\Program Files (x86)\Tyro\Tyro Terminal Adapter*

UPDATE THE FILE PATH TO *C:\Tyro*

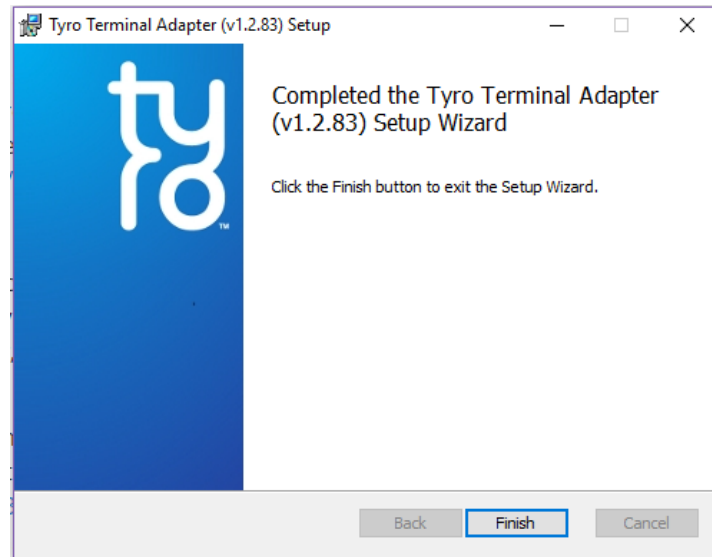
Leaving the default file path in *C:\Program Files (x86)* may cause issues with Windows permissions and may not work as required.



Tick the box to Enable file watcher interface – this is required by Ostendo for Tyro integration

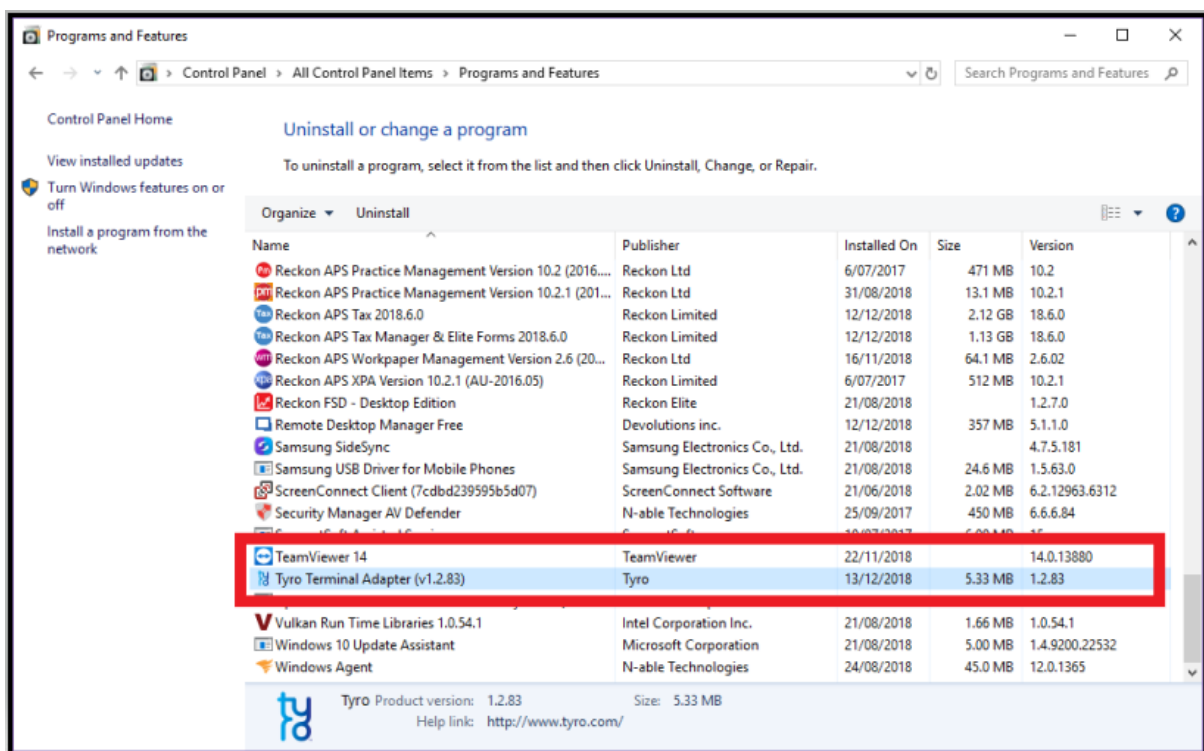


Click Next & then click Install

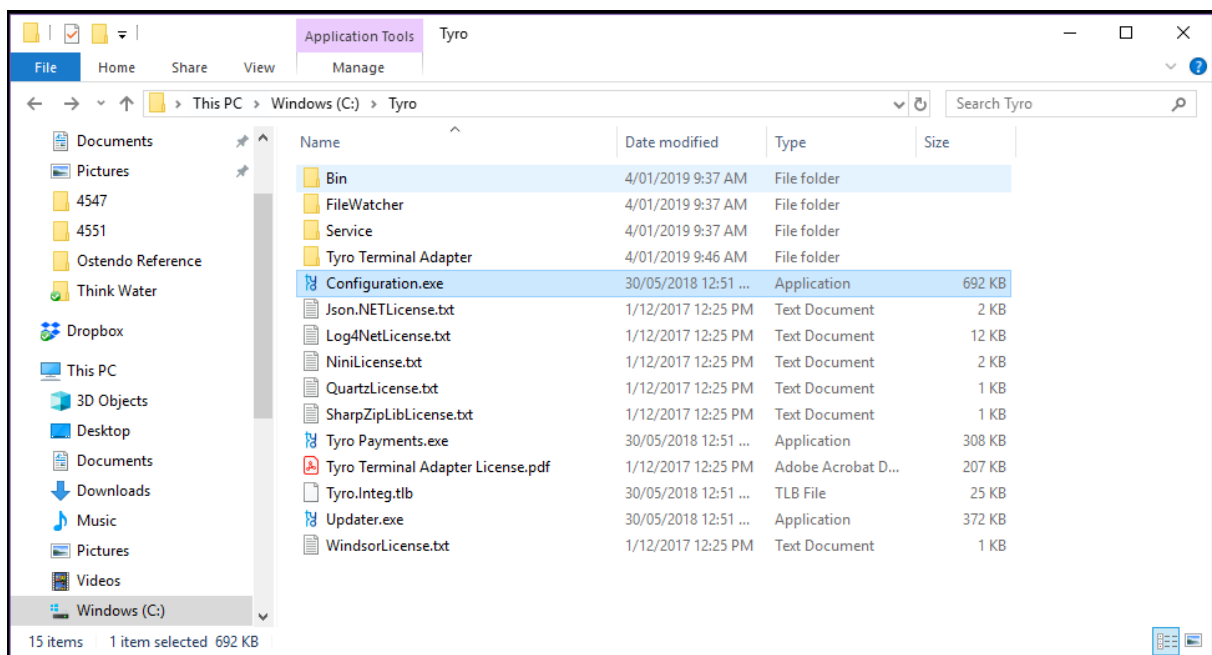


Click Finish to close the Setup Wizard.

If successfully installed the Tyro Terminal Adapter will appear in the Programs & Features in the Windows Control Panel.

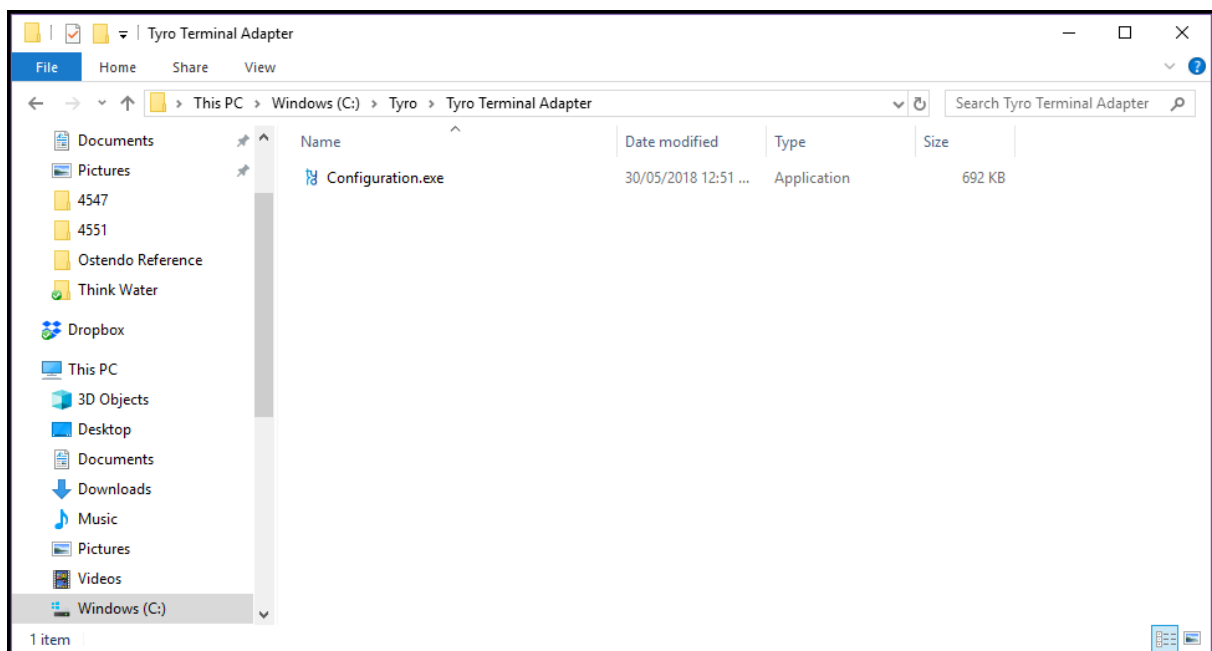


Once Installed open the Tyro folder which is located at C:\Tyro

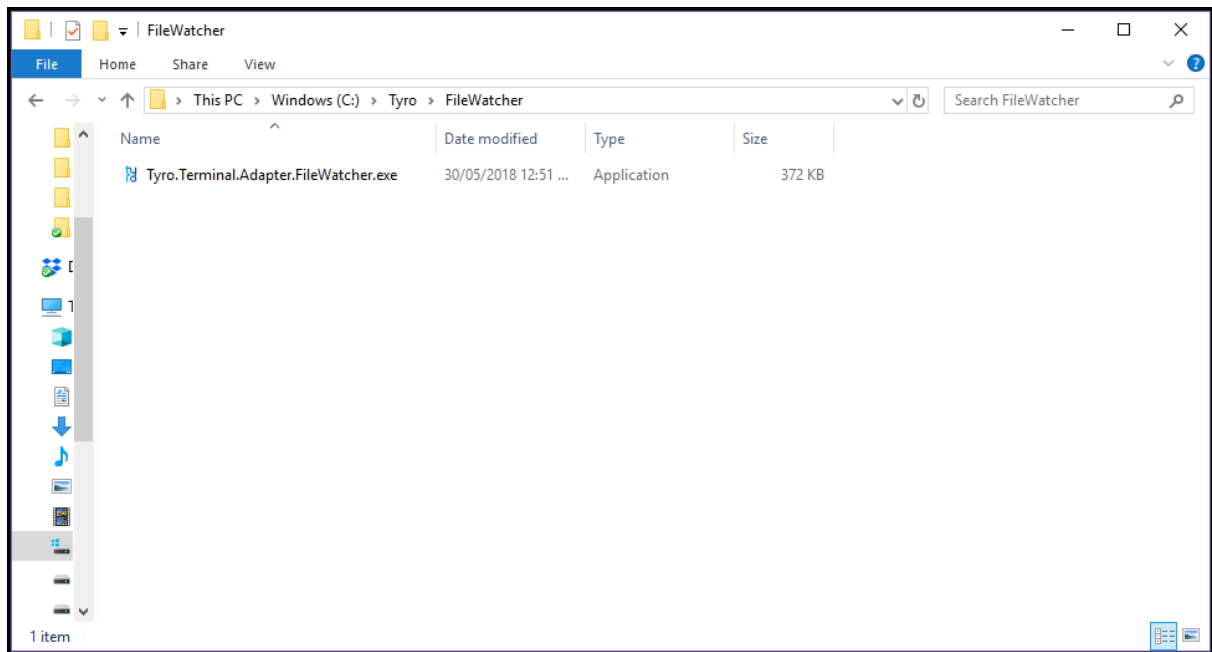


The Configuration.exe & Tyro.Terminal.Adapter.FileWatcher.exe are installed to incorrect location and will need to be moved in order for the Ostendo Tyro integration to run.

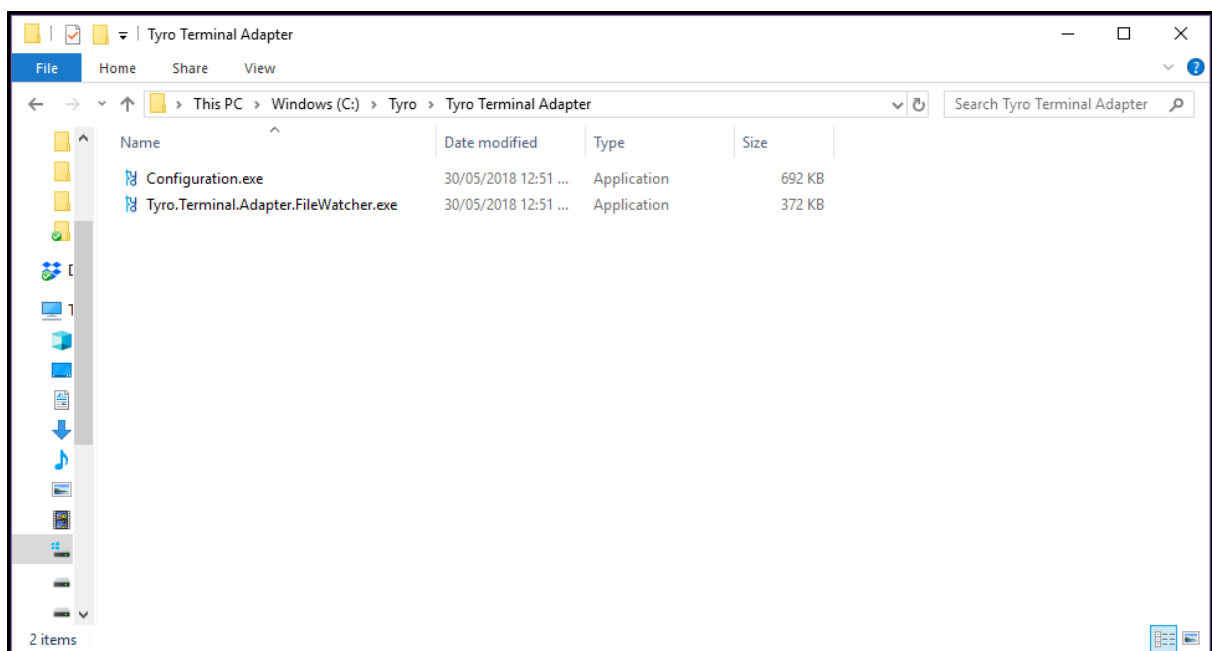
Select the Configuration.exe and move this file to sit inside the Tyro Terminal Adapter folder
C:\Tyro\Tyro Terminal Adapter



Open the File Watcher folder *C:\Tyro\FileWatcher*

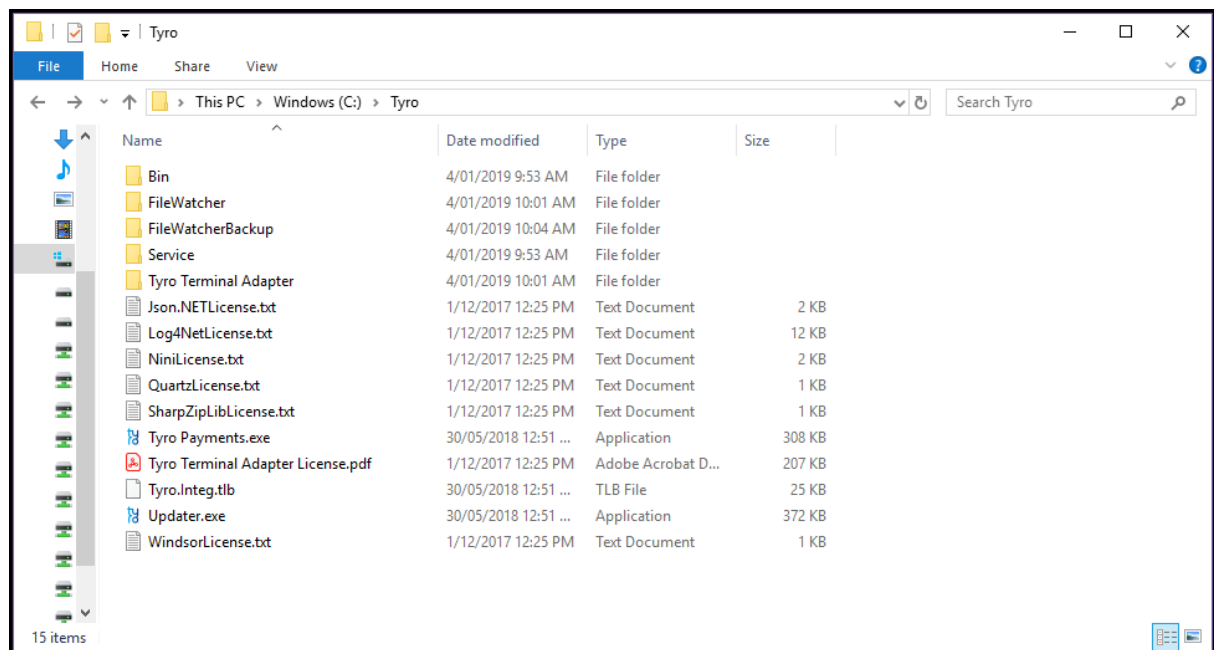


Select the Tyro.Terminal.Adapter.File.Watcher.exe and move to the Tyro Terminal Adapter folder *C:\Tyro\Tyro Terminal Adapter*



Add a new folder to C:\Tyro named FileWatcherBackup.

NOTE: Please ensure that this is spelt correctly as this folder name is coded into the Ostendo Tyro integration script and cannot be altered.



PAIR THE TYRO TERMINAL

Once the software has been installed successfully you will need to pair your Tyro Terminal with this program using the Configuration Application exe.

To do this follow the instructions provided by Tyro in the below links

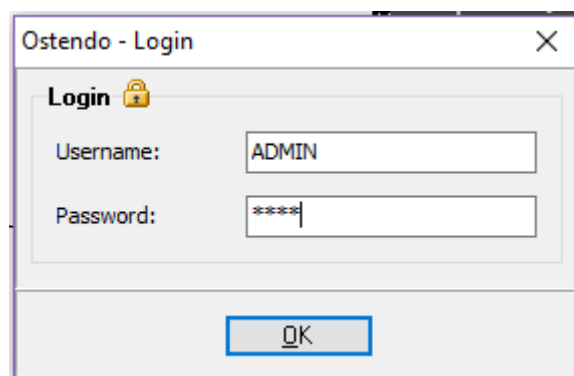
- [How to pair a Yomani 3G or Yoximo terminal with the Tyro Terminal Adapter](#)
- [How to pair a Xenta or Xentissimo terminal with the Tyro Terminal Adapter](#)

NOTE: You should always obtain the latest instructions from the Tyro website.


ACTIVATE THE TYRO PAYMENT METHOD

Once the software has been installed successfully and the Tyro Terminal is paired you will need to login to Ostendo to activate the Tyro Payment Method. Custom scripts and associated settings are all configured and linked to the Payment Method Tyro CC.

Open the Ostendo database and login under an Ostendo Admin User account. Typically, the Ostendo Champion or Business Owner will have sufficient permissions to access the required option.



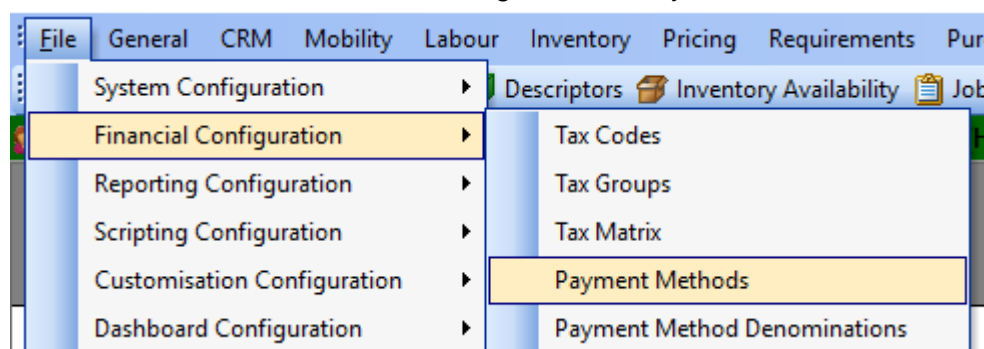
Ostendo - Login

Login 

Username:







Password:

Go to the menu File > Financial Configuration > Payment Methods



Once open select the Tyro CC Method. Update the Method Status to Active

Payment Methods

Method	Description	Method Status	Available in POS	Rounded in POS	Bank Account	Finance Charge	Charge %	POS Sequence	Image	Available in Mobility	Mobile Banking Method	POS Banking Method	Restrict to POS Site	POS Site
BPay	Bill Pay	Active	<input type="checkbox"/>	<input type="checkbox"/>	BPay	No Charge				<input type="checkbox"/>	Directly to Account	Directly to Account	<input type="checkbox"/>	
CC	Credit Card	Active	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bank	No Charge				<input type="checkbox"/>	Using Bank Deposit	Directly to Account	<input type="checkbox"/>	
Cash	Cash	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Bank	No Charge				<input type="checkbox"/>	Using Bank Deposit	Using Bank Deposit	<input type="checkbox"/>	
Cheque	Cheque	Active	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bank	No Charge				<input type="checkbox"/>	Using Bank Deposit	Using Bank Deposit	<input type="checkbox"/>	
DD	Direct Debit	Active	<input type="checkbox"/>	<input type="checkbox"/>	Bank	No Charge				<input type="checkbox"/>	Directly to Account	Directly to Account	<input type="checkbox"/>	
Tyro CC	Tyro Credit Card	InActive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Tyro	No Charge				<input type="checkbox"/>	Using Bank Deposit	Directly to Account	<input type="checkbox"/>	

Method Status dropdown: InActive, Active, InActive

Buttons: Close, Add, Save, Cancel, Delete

NOTE: you may need to scroll across to locate the Method Status field.

Tyro should now be integrated with Ostendo and ready to use.

USER GUIDE

Processing of EFTPOS payments from Ostendo follows the below steps:

An EFTPOS Integration style payment is processed in Ostendo using the Tyro CC Payment Method in the POS Payment screen

The Tyro File Watcher script is launched in Ostendo as part of this payment process and places a REQUEST file in C:\Tyro\FileWatcher

This file is automatically picked up and the value of the transaction loaded to the EftPOS terminal.

The transaction can then be processed at the terminal.

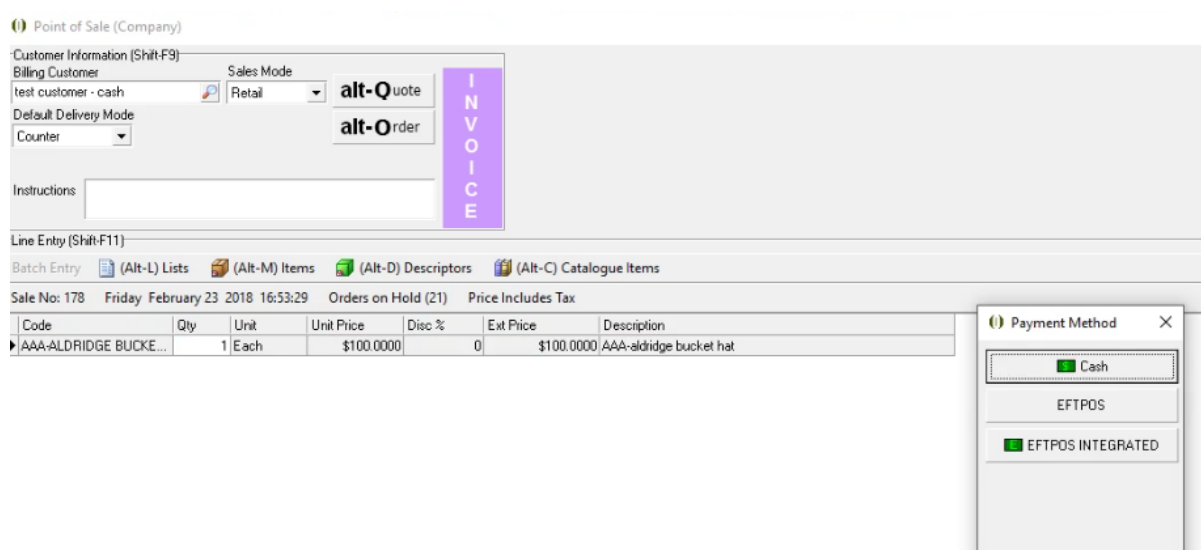
Responses from the terminal go back to Ostendo including Transaction Approved, Transaction Failed.

Once the payment is processed the file which was placed in the FileWatcher folder is automatically updated and transferred to the FileWatcherBackup folder as an EVENT file to record the transaction.

After 4 minutes a Timeout will occur on the Terminal and the transaction will be cancelled.

Example Transaction

Ostendo POS Screen - Purchase for \$100.



Point of Sale (Company)

Customer Information (Shift-F9)

Billing Customer: test customer - cash Sales Mode: Retail alt-Q Quote alt-O Order

Default Delivery Mode: Counter

Instructions:

INVOICE

Line Entry (Shift-F11)

Batch Entry (Alt-L) Lists (Alt-M) Items (Alt-D) Descriptors (Alt-C) Catalogue Items

Sale No: 178 Friday February 23 2018 16:53:29 Orders on Hold (21) Price Includes Tax

Code	Qty	Unit	Unit Price	Disc %	Ext Price	Description
AAA-ALDRIDGE BUCKE...	1	Each	\$100.0000	0	\$100.0000	AAA-aldridge bucket hat

Payment Method

☒ Cash

☐ EFTPOS

☒ EFTPOS INTEGRATED

Clicking on the EFTPOS INTEGRATED Payment Method sends the payment information to the Tyro terminal.

Screen information shows the amount, approval or transaction not approved.

Purchase

Amount	\$100.00
Cashout	\$0.00
Total	\$100.00



Swipe card. Purchase: \$100.00

Purchase started - Amount: \$100.00, Cashout: \$0.00

Cancel
Transaction

Purchase

Amount	\$100.00
Cashout	\$0.00
Total	\$100.00



APPROVED

Processing transaction - please wait
Enter PIN
Select account
Swipe card. Purchase: \$100.00
Purchase started - Amount: \$100.00, Cashout: \$0.00

Cancel
Transaction

If the transaction is approved a reference of accepted is made and the payment record completed in Ostendo.

The POS receipt will then print.

POS Payment (Retail - Sales No:178)

☒ Cash
☐ EFTPOS
☒ EFTPOS INTEGRATE

Payment Style: Cash Sale
 Sale Total: \$100.0000
 Rounding: \$0.0000
 Charge Amount: \$0.0000
 Amount Due: \$100.0000

Date	Payment Method	Value	Reference	Charge %	Charge Amount
23/02/2018	EFTPOS	\$100.00	ACCEPTED	0	\$0.0000

Processing

Please Wait...

Total Received: \$100.0000
 Remaining Amount: \$0.0000
 Change Due: \$0.0000

F3 lookup F5 add F6 save F7 cancel F8 delete

TAX INVOICE: 1063

Brunetti
 Brunetti Head Office
 48 - 54 Weston Street
 Brunswick Vic 30536
 Date: 23/02/2018 4:53:23 PM
 Tax No: 58 054 023 700
 test customer - cash
 Sale No: 178
 Operator: SOLUTION Station ID: 2
 (*) All Prices Include GST

Code	Qty	Unit Price	Ext Price
* AAA-ALDRIDGE	1	\$100.00	\$100.00
AAA-aldridge bucket hat			
GST Content:			\$9.09
Total:			\$100.00
Charge:			\$0.00
Amount Paid			\$100.00
Rounding:			\$0.00
Change:			\$0.00

*** Thanks for your business ***

FAQ

1. *Why is my POS payment from Ostendo not displaying at the Tyro terminal?*
Check that the correct Payment Method has been selected in the Ostendo POS screen. If incorrect method selected hit F8 Delete and re-enter the correct method.

Confirm that the Tyro Terminal Adapter FileWatcher process is running on the computer. To check open Task Manager Processes and scroll down the list to check if the Tyro Terminal Adapter is listed.

2. *The Tyro Terminal Adapter FileWatcher is not running. How do I restart it?*
Click on the Tyro Terminal Adapter FileWatcher shortcut on the desktop.
3. *The timeout period on the terminal is too short to process payments.*
Timeout setting can be adjusted against the Payment Method in Ostendo. (This may require an Ostendo User with Admin rights.) Go to File > Financial Configuration > Payment Methods and update the value in the Script Timeout (Seconds) field.