

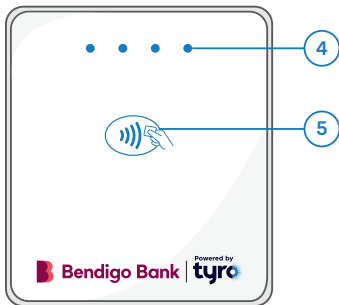
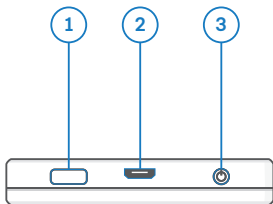


Go EFTPOS reader

Quick start guide



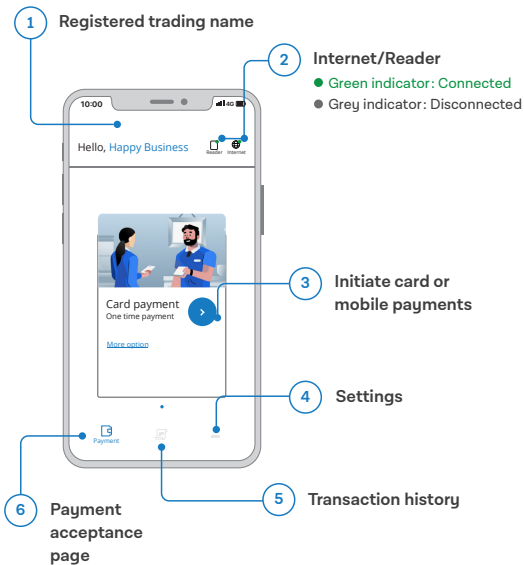
Getting to know your Go EFTPOS reader



- ① On/Off button
- ② Micro USB port
- ③ Button for Bluetooth pairing*
- ④ LED indicators
- ⑤ Contactless reader
- ⑥ Opening for inserting card

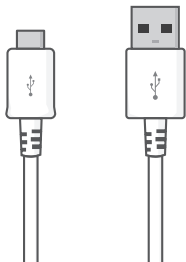
*Not in use. We've made Bluetooth pairing easy by enabling it as soon as the device is switched on.

Getting to know the Tyro Go EFTPOS reader App screen



What else is in the box?

Micro USB charging cable



Use this cable to charge your Go EFTPOS reader. You can still use the reader while it is charging.

Ways to pay stickers



Place these “ways to pay” stickers in a highly visible area. Please do not attach them to the reader.

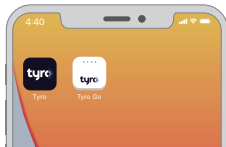
Getting started

1. Download the Tyro Go App

Download the Tyro Go App to your smart device.

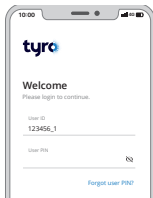


Also ensure your mobile device or tablet is on the latest OS software.



2. Log in

Using the credentials you have been sent by email, log in to the Tyro Go App.



3. Charge your devices

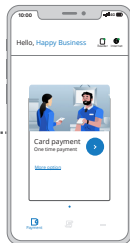
Fully charge your Go EFTPOS reader before first use. To check if it is fully charged, check the Tyro Go App after you have paired with the reader. For best performance we recommend you keep your reader fully charged.

4. Prepare your devices

Ensure Bluetooth and location services are enabled, and you have an internet connection on your mobile device.



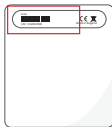
No more than 10m



5. Connect via Bluetooth

Open the Tyro Go App and choose the “Reader” icon at the top right. Select “Connect to reader” and pair by matching the serial number at the back of the reader to the list of available Bluetooth devices.

Alternatively, you can scan the reader using your camera to pair.



6. Now you're ready to take payments

For any assistance, please call Tyro Customer Support on 1300 108 976.

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 Go EFTPOS reader, 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 Go EFTPOS reader 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 108 976**.

To safely return your Go EFTPOS reader

If you need to return your Go EFTPOS reader for any reason, please call Tyro Customer Support 24/7, 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.

For the Go EFTPOS reader User Guide and Frequently Asked Questions, please scan the QR Code on the right, or go to <https://www.bendigobank.com.au/business/payments-and-merchant-services/merchant-support/>



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