Teya Integration Guide

Introduction:

The Teya integration requires Touch v11.0.002 or above and a minimum dotnet version 4.7.2. For customers with older equipment running windows XP this integration is not compatible.

Recommendations:

Touch should be on a minimum version of v11.0.012, this version has additional updates to make the Teya integration more stable if network issues occur.

The default sleep setting on the Teya payment terminals is 1 minute, this should be changed to NEVER.

If available, it is recommended to set the Teya Payment terminals to connect to WIFI.

Register TeyaLoginDLL:

- Within the Touch folder is a batch file **TeyaLogin.bat** this needs to be run as administrator to register the TeyaLogin.dll. The integration will not function if the dll is not registered.
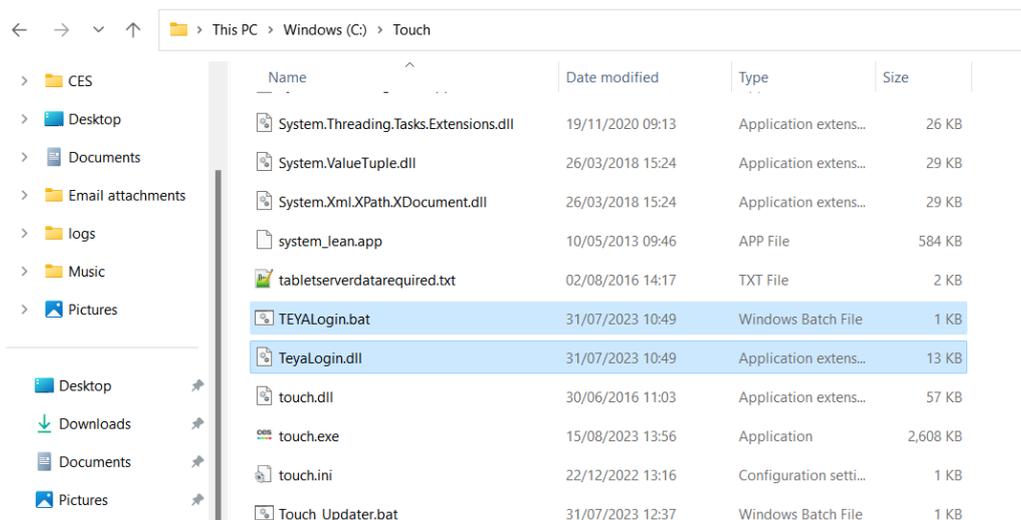
Webview2 Installer:

- Download and install the Microsoft webview2 installer using the link below. This is required for the Teya Login screen to display correctly.

https://developer.microsoft.com/en-us/microsoft-edge/webview2/#download-section

Touch Licence:

- Touch needs to be licenced for the **Chip & Pin** module
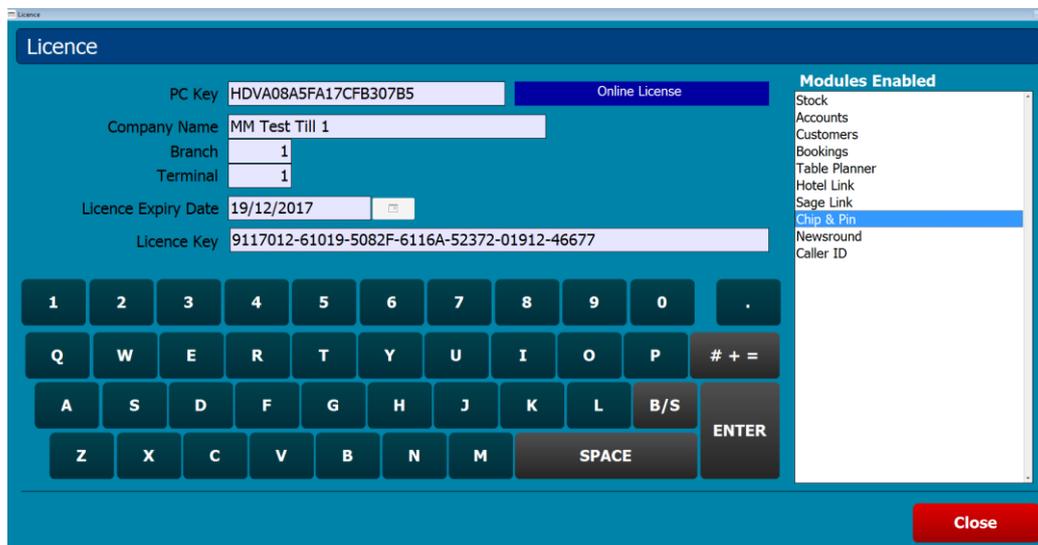
Touch Settings:

- Search in settings for **Chip &** to locate the two settings below.
- Select the **'TEYA'** option for the Chip & Pin Reader Type setting
- Select the tender used for the Chip & Pin Reader on Tender setting
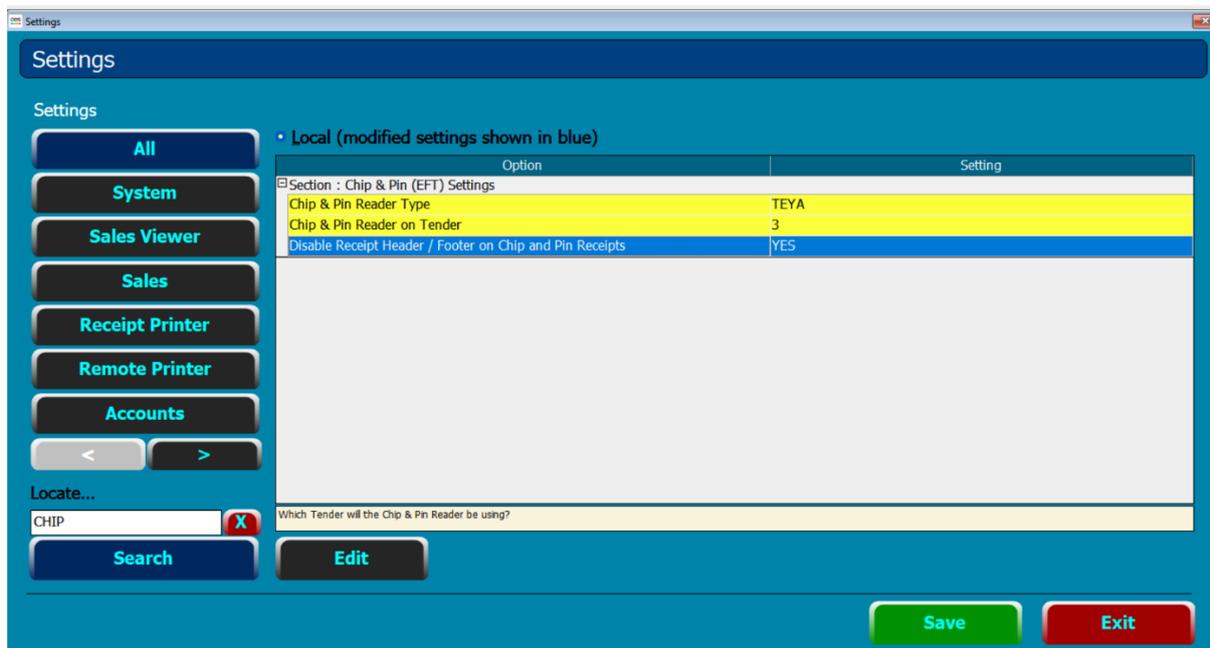

Teya Configuration Screen:

When the Chip & Pin Reader type setting is set to **TEYA** the **TEYA Configuration** button as shown below will appear in the Back Office settings. This is where the Teya user settings are entered.

The first time the Teya configuration screen is opened it will be blank as below, press the Get Store Name button
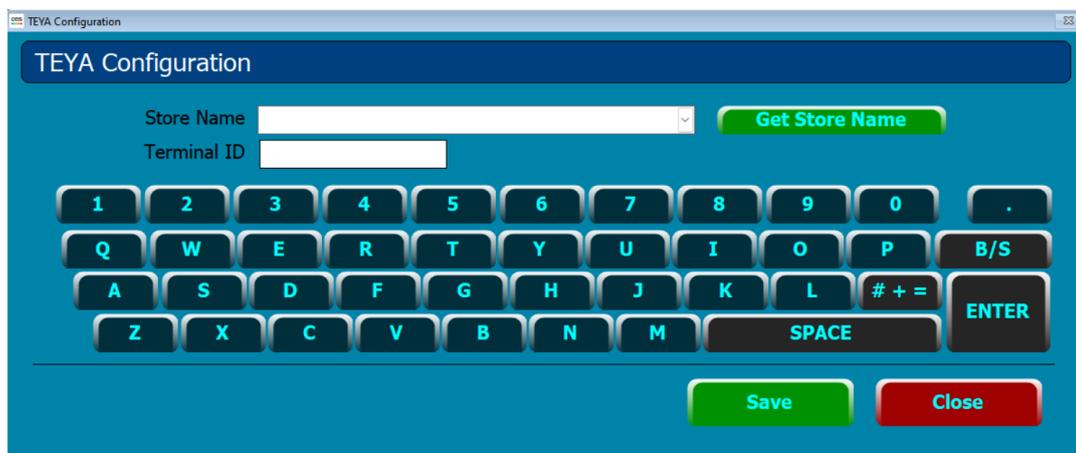

You need to be logged in to Teya to use the Get Store Name function and the screen below will show if you are not logged in. Enter the registered Teya email address or use sign up if you have not yet registered. This will be the same email and password details as used to log into the Teya Business Portal.
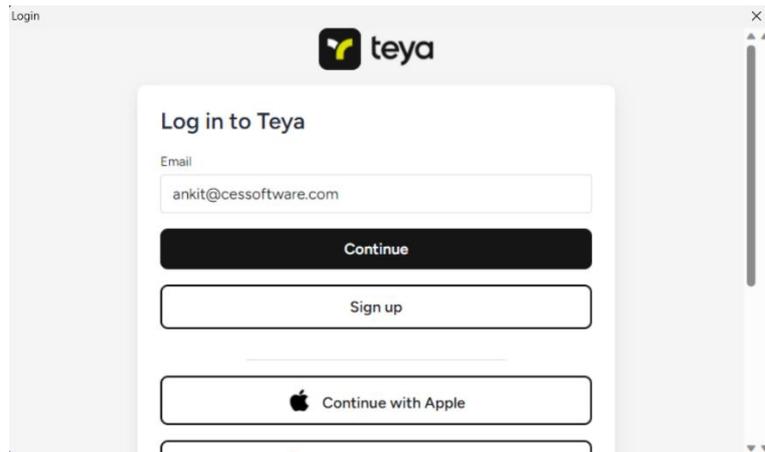
You will then be prompted to enter the password.
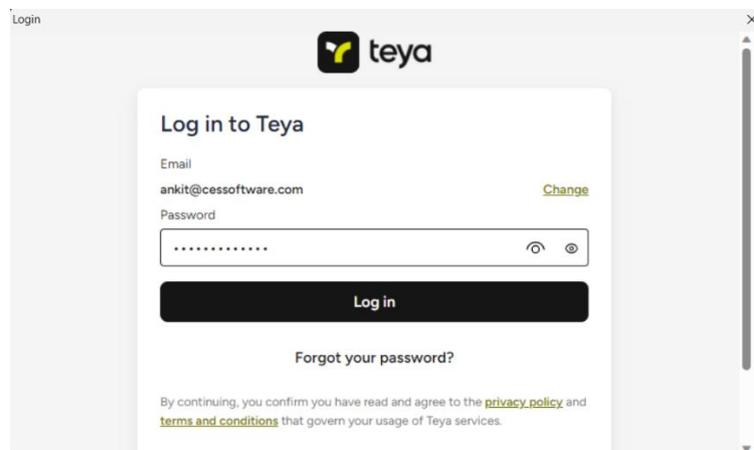
The login Successful message below will show if the login details are correct.
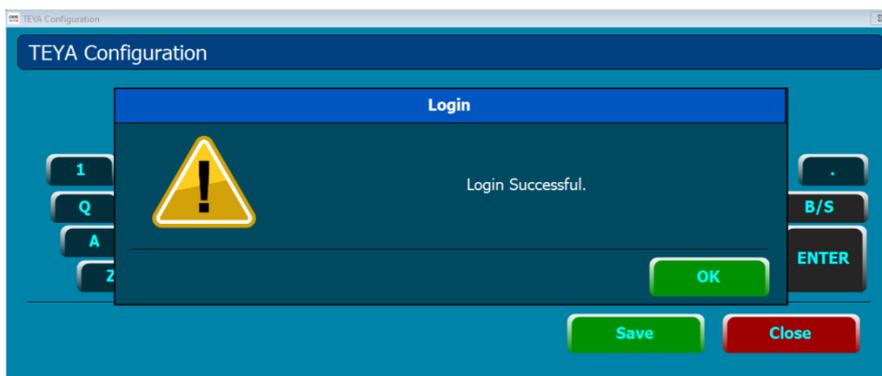
Once logged in you will then be able to select the store from the dropdown list. Merchants with multiple stores will see a list of all the available stores. The Terminal ID (TID) can be added manually and if set the till will use the terminal selected.
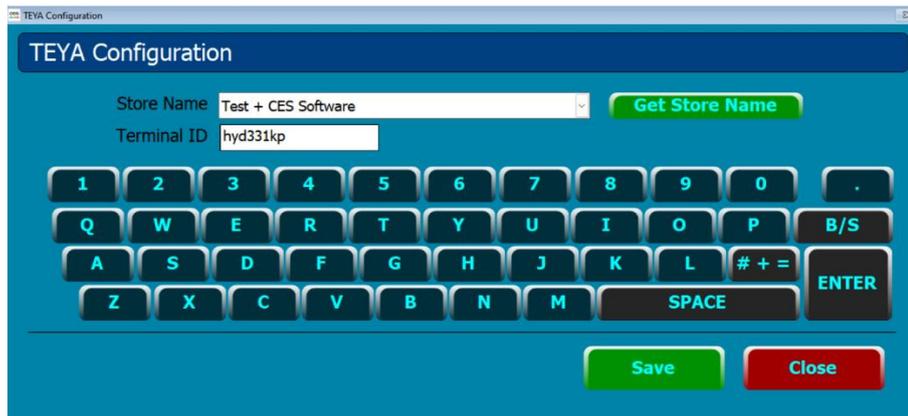
If the Terminal ID setting is not configured and there is more than 1 terminal assigned to the store the example screen below will show when taking payments showing all the available terminals for that store.
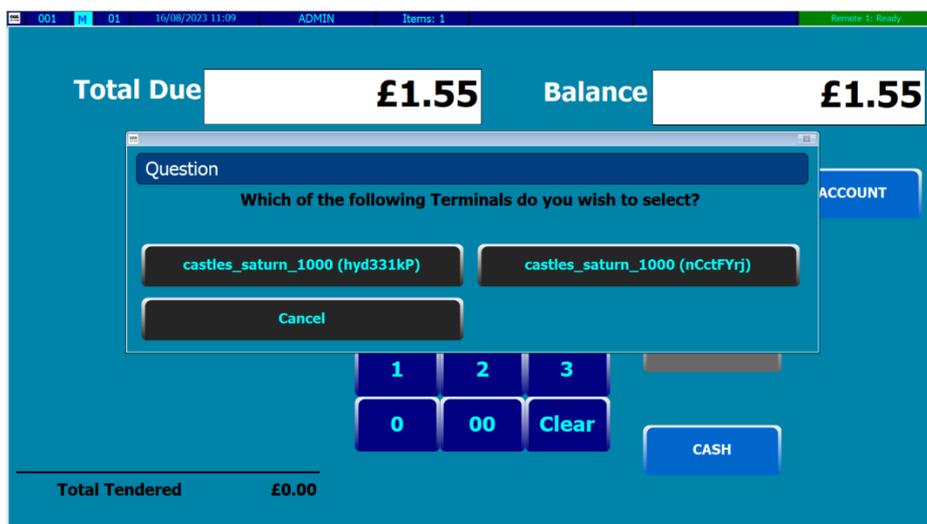
Teya button Commands:
The button commands below are used for the RMS integration.

TEYALOGIN   Used to log into Teya
**TEYATRANS**   Used to open the Teya Transaction Grid

Teya Login:
The Teya login button command can be used to log in to Teya and will open a log in browser if you have not logged in previously (the same as the back office Teya configuration screen). You need to be logged in to send transactions to the payment terminal but the log in will happen automatically in the background as long as a successful log in has been done previously.

Processing Sales:

Finalise sales using the Chip & Pin tender and follow the on-screen prompts. Currently the Teya link only supports customer present Transactions.
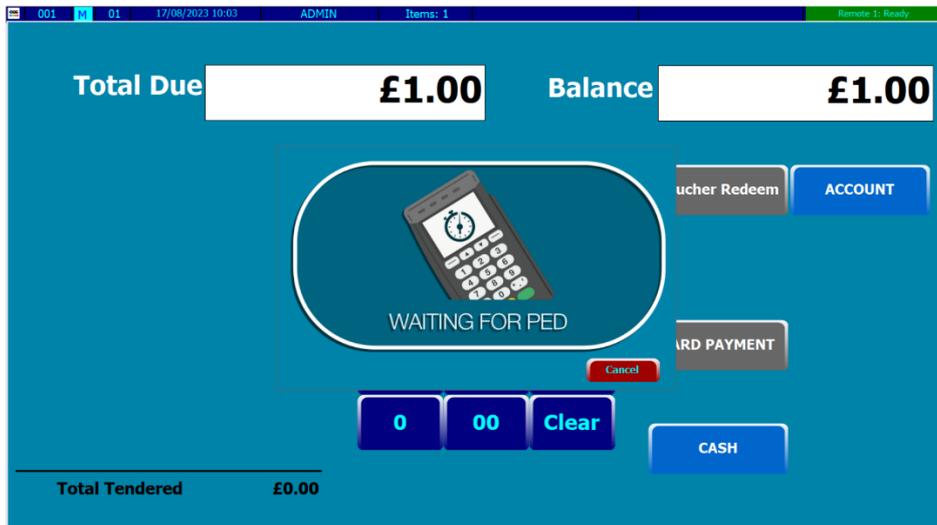

Once the transaction value hits the payment terminal the prompt below will show
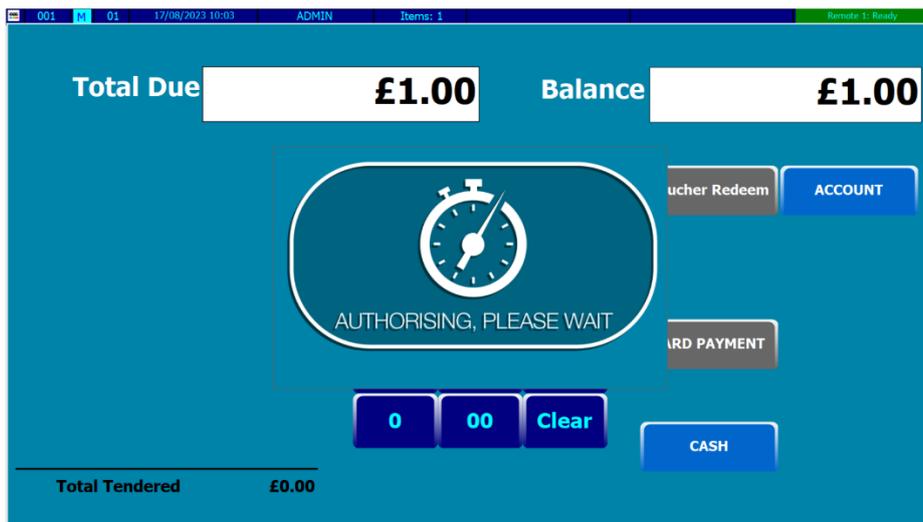
If the transaction is successful the sale will get finalised and show the screen below.

If the transaction is declined the terminal will show a Declined message with options to 'Try Again' or 'Cancel'. Try again can be used to use a different card, if cancel is used the Transaction Cancelled prompt below will show.
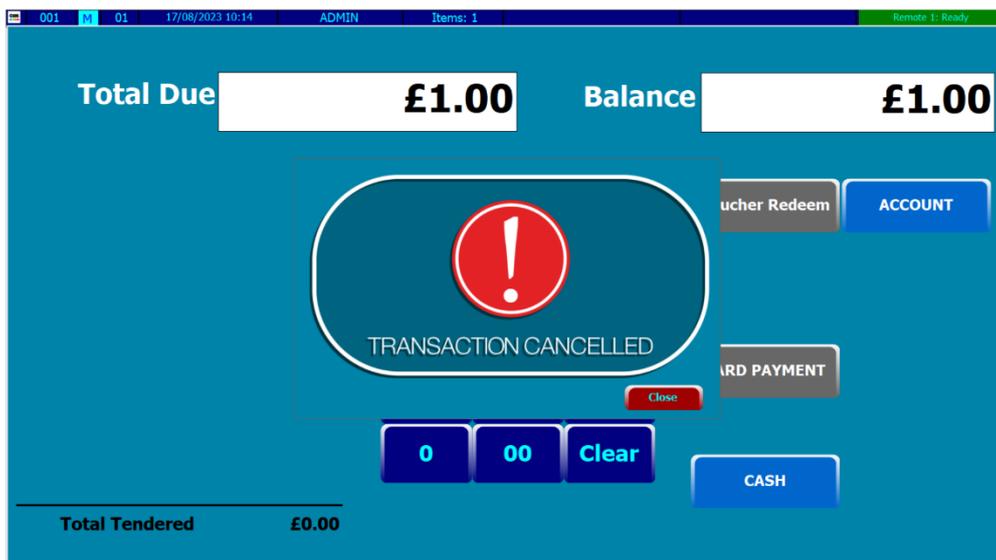

Cancel Transaction:

Once a transaction amount has been sent to the payment terminal to cancel it you need to press the cancel button on the card terminal, the screen above will be displayed once the cancel comes back from the terminal.

Terminal Not Ready:

The message below will show when sending a transaction if there is an issue with the payment terminal where it cannot receive the transition amount. If this message shows check the terminal and make sure it is powered on and connected to the internet.,
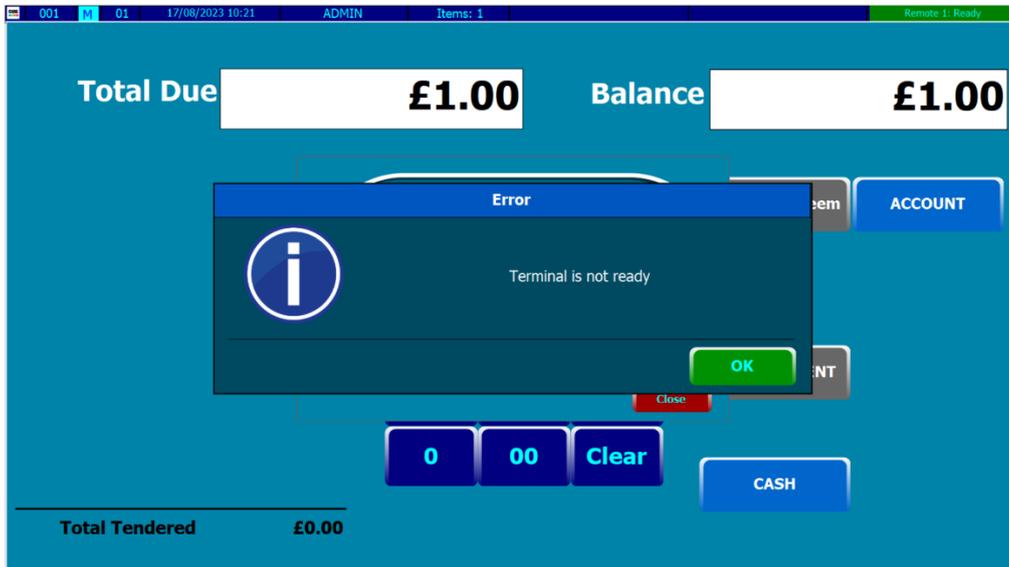
Teya Transactions Screen:

The screen below can be opened using the button command TEYATRANS. The current date will be selected in **From Date** and **To Date** by default but you can change the date range as required and press **Show Transactions** to display the selected dates transactions in the grid.

The most recent transaction will be at the top of the grid, to view a transaction highlight it on the grid and press the **View Transaction.** This will open up the transaction and display the transaction details.
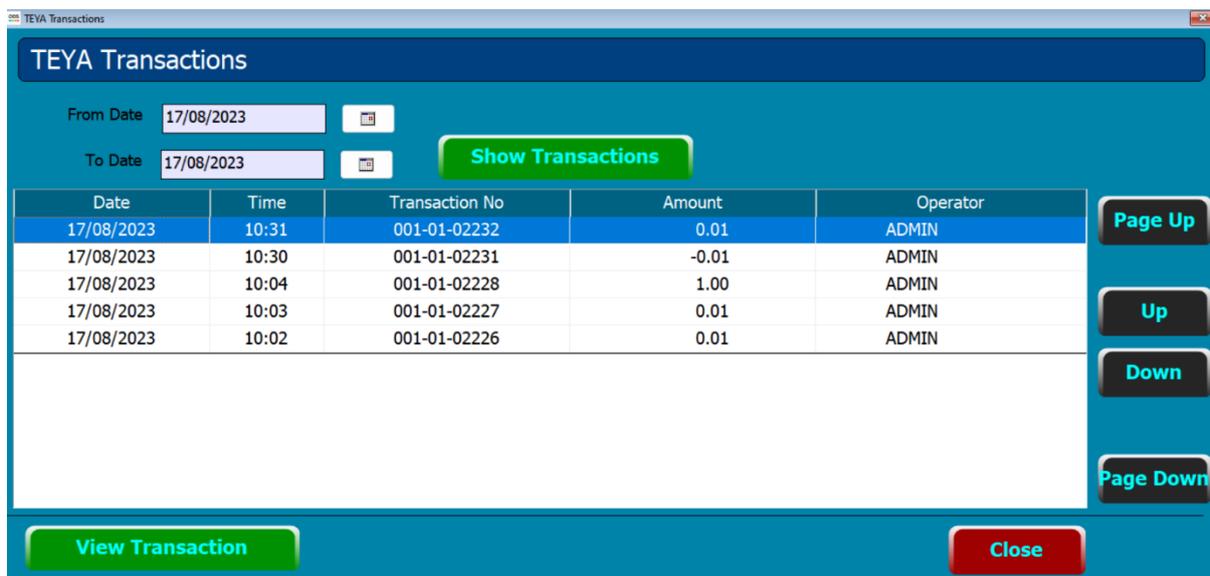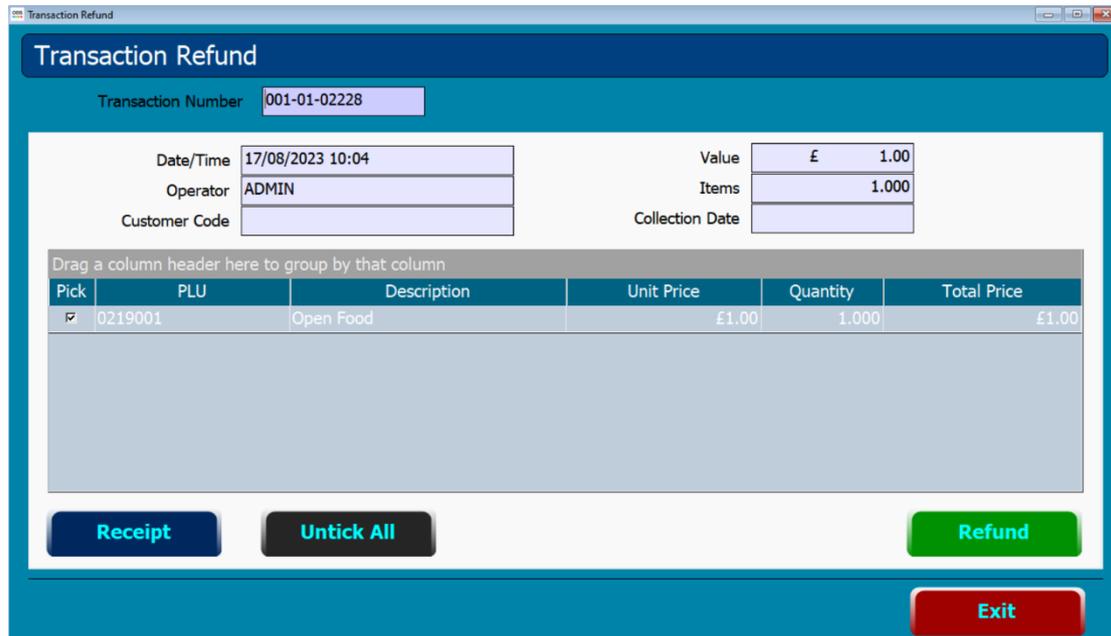
Refunds:

Refunds for the Teya integration are done using the refund option in the **TEYATRANS** screen. You need to locate the transaction press **View Transaction** to open it up and then press the **Refund** button on the above screen.

The message below will show to confirm the refund, press **YES** to continue
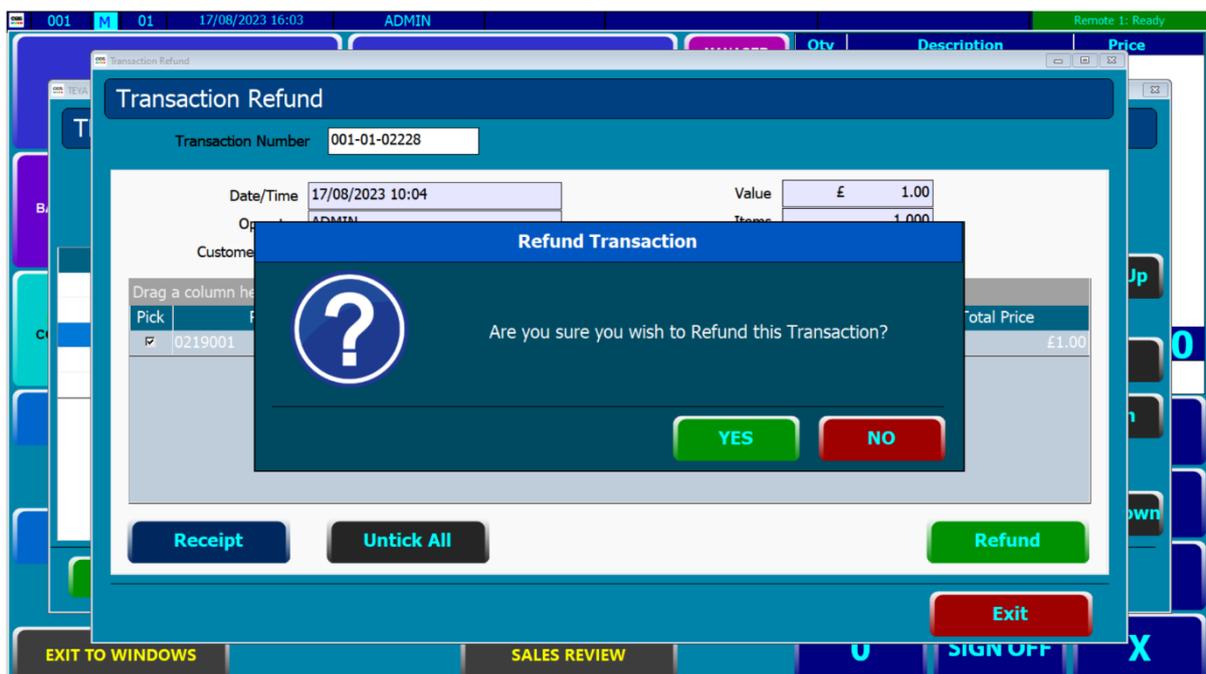
Then select the refund reason from the drop down list
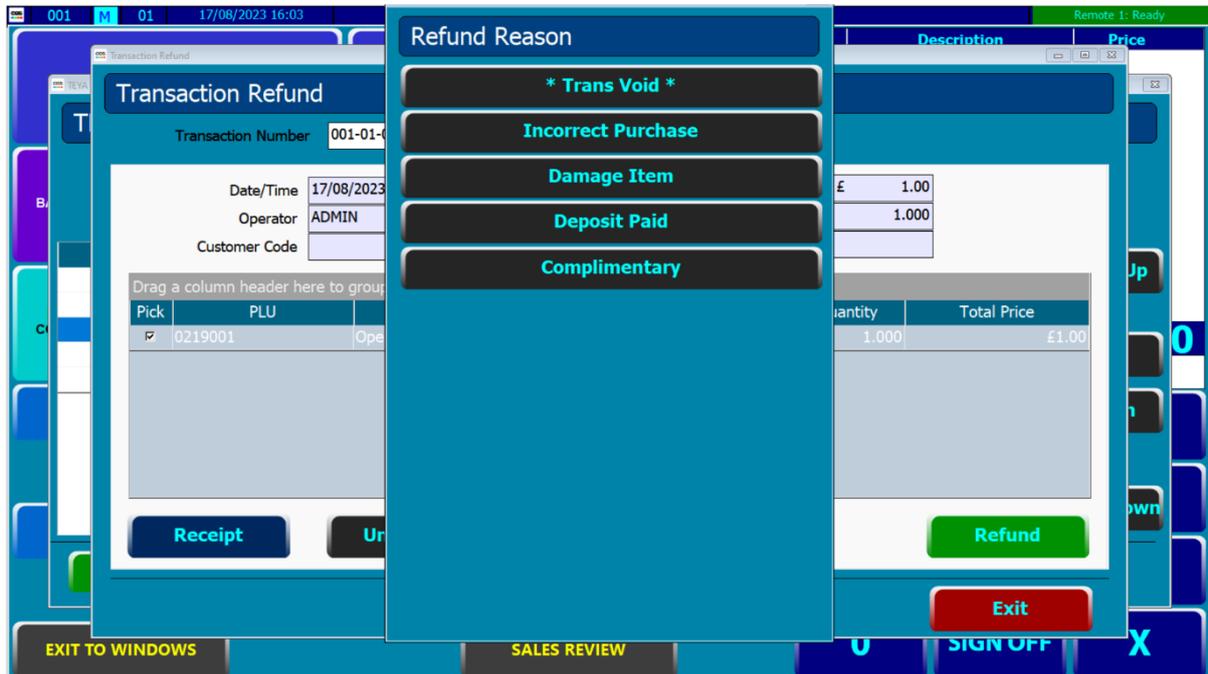
The items to be refunds will go into the sales basket, press the card tender button or subtotal and use the card tender button on the sub total screen.

You will tender see a please wait message on the screen followed by the message below if the refund is successful. **Note:** the transaction value will not go to the terminal, it is all done on the Teya server and the terminal will not print a refund receipt.
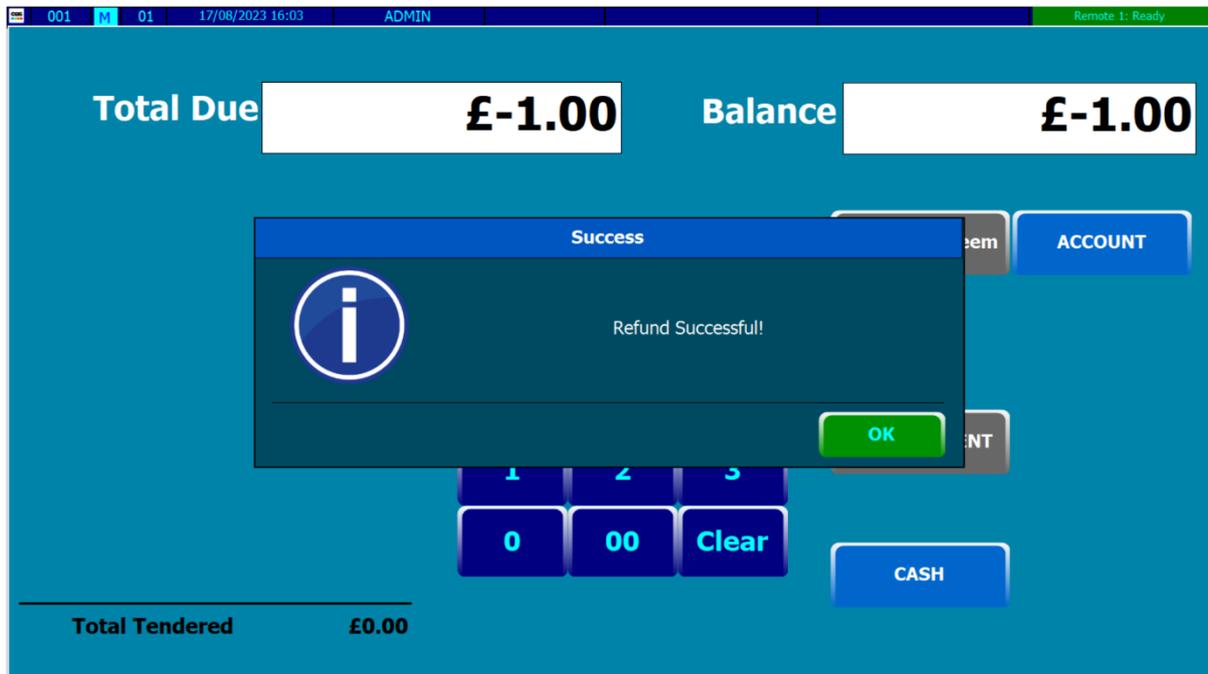
Press the close button to complete the transaction. It receipt printing is enabled on Touch you will get a refund receipt print or you can use the RECEIPT button command to print the last receipt.
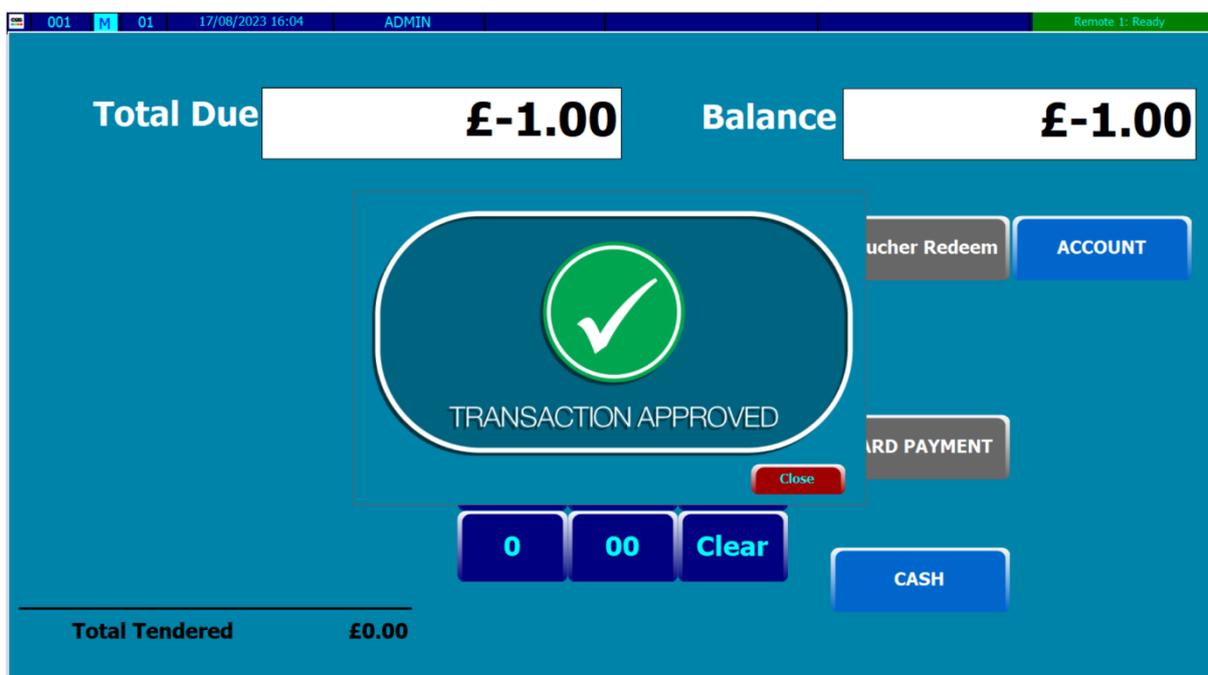
Unsupported Features:

The items listed below are not currently available on the Teya integration

- Cash Back
- Customer Not Present
- Open Refunds
- Print on POS