

MagTek Dynamag

— User Manual — & Setup Guide





Overview

Level up your business with the MagTek Dynamag, a secure card swiper equipped with MagneSafe security and encryption. This compact but versatile card reader is designed to make processing payments simple and secure for business owners. It's a dynamic yet accessible device that accepts EMV chip and contactless payments and utilizes bidirectional card reading capabilities, simplifying payments for you and your customers.

Click here to [purchase the MagTek Dynamag](#) card swiper from our online shop.

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Setup

How To Mount Your MagTek Dynamag

1. Adjust your reader to be mounted on a flat, stable surface with four inches on either side for easy card swiping.
2. Remove the fastening adhesive from your device and clean the surface where you want to mount it with isopropyl alcohol.
3. Mount the Dynamag device on a flat, stable surface using velcro or double-sided tape.
4. Run cable alongside the top of the surface.
5. When ready, push Dynamag down on either the velcro or tape and firmly press it in place.

Note: The Dynamag can also be mounted using screws and an electric drill.

How To Turn On/Off

Plug-and-Play Power

1. Connect the device's Micro-USB cable to MagTek Dynamag's USB-A port. The Dynamag has no internal battery and is instead powered by USB connectivity.
2. Plug the other end of the USB cable into your device's host port.
3. If plugged into a Windows computer, a one-time Windows alert will appear on your screen. This will allow you to download drivers via Windows.
4. Upon plugging in, your LED indicator light will flash from red to amber to green. Once the green light is displayed, you can begin using your card to process payments.

MagTek Dynamag - Default Password

The default password for the MagTek Dynamag, DynaMAX, and eDynamo is 000000. With the Dynamag, merchants can create a personalized default password for their card reader.

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Accept Payments

How To Process a Sale

The MagTek Dynamag accepts credit and debit card payments via swipe. When the device's LED indicator is green, cardholders may swipe their cards through the card reader.

The Dynamag is a bidirectional device, meaning any card used in a transaction can be swiped in either direction during a sale. However, the card's magnetic stripe should always face the front of the card reader, distinguished by the MagTek logo. A device in KB mode identifies itself as a keyboard to the USB host and transmits streaming data to the host via ASCII keypad combinations.

Apps that allow users to perform tasks such as accepting various payment types, enhancing security measures, and more make MagTek payments possible.

How To Print Receipt

The MagTek Dynamag does not have a built-in receipt printer. It cannot print or reprint receipts of any size or type.

How To Process a Refund

As a standalone payments tool, the Dynamag MagTek cannot administer refunds. It acts as a secure card reader to process credit card payments. However, card details unlocked using specific MagTek hardware can be transferred onto an existing POS software application. Specific information on this process will vary depending on the merchant's POS system.

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Settings

Operating in Two Modes: HID and Keyboard Emulation (KB) Mode

The MagTek Dynamag can be used in two modes: HID and HID with Keyboard Emulation, or KB.

HID mode means that the Dynamag is operating as an HID-defined device. Keyboard Emulation mode simulates basic keyboard mapping, allowing you to input data on your MagTek Dynamag as though you were using a traditional keyboard device.

When you process payments and transmit card data with your Dynamag in Keyboard Emulation mode, the host identifies your device as a keyboard. Note that HID and Keyboard Emulation mode cannot be used simultaneously.

When using KB mode, refrain from typing and swiping in tandem, which may disrupt the transaction. If another keyboard is connected to the same host or computer as the Dynamag while the device is in KB mode, the reader could become corrupted if a key is pressed on the other keyboard while transmitting card reader data.

A Guide To Your LED Indicator

The LED light indicator on your Dynamag is designed to let you know the status of your device in real time. Below is a guide to color configurations when using your MagTek card reader:

- **No light:** The device is not powered on. Alternatively, the host may have prompted it to enter SUSPEND MODE.
- **Green:** Ready to read the card (unless authentication is required).
- **Green (blinking):** Authentication is established. Dynamag is ready to read the card.
- **Green (rapid blinking):** The card has been swiped, and Dynamag is currently decoding card information.
- **Amber:** The device has just been turned on and is waiting to activate.
- **Red:** Card swipe or authentication has failed. Red light may also flash if the Dynamag user is updating their firmware.

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Settings Cont.

A Note About MagnePrint® Security

With the purchase of a MagTek Dynamag secure card reader authenticator (SCRA), merchants also gain access to patented MagnePrint® card security. MagnePrint® is a trusted risk management technology that helps identify fraudulent or counterfeit cards, including credit, debit, and gift cards, at the point of swipe.

MagnePrint® offers four layers of robust security and works with brands, processors, issuers, acquirers, and merchants to identify potentially fraudulent transactions. When a cardholder swipes their card through a MagnePrint®-protected device, MagnePrint® validates that the encoded data on the card has not been tampered with in any way, thus confirming its legitimacy.

The MagTek Dynamag is also bolstered by MagneSafe® technology, which is designed to go above and beyond PCI standards through encryption, tokenization, tamper recognition, and other security measures.

Four Levels of MagneSafe® Security

Merchants can access four security levels via MagneSafe®: L1, L2, L3, and L4 outlined below:

- Level 1: MAC/privileged commands.
- Level 2: Least-secure security level/determines value in relation to encoded card data.
- Level 3: Encryption of MagnePrint® data/Session ID.
- Level 4: Fraud protection via card data transparency/The host must complete the AUTHENTICATION SEQUENCE before transmitting data from a card swipe.

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Troubleshooting & Tips

What To Do if your MagTek Dynamag Isn't Working

If your Dynamag is not turning on, ensure your USB cord is plugged directly into a working USB port. Alternatively, try cleaning your Dynamag using MagTek-friendly cleaning equipment.

Steps for Rebooting Your MagTek Dynamag

1. Check to see if your card reader is responsive.
2. Check that the reader has not been tainted by debris or liquid.
3. Unplug your Dynamag from USB.
4. When ready, plug your Dynamag back into the host.
5. Reboot the host system. This may take a few minutes.

Note: Merchants attempting to clean any MagTek card readers should only do so using MagTek-compatible card cleaning tools.

How To Do a Factory Reset

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Back up any important data before proceeding with a factory reset.

To perform a factory reset on the MagTek Dynamag, users must download the MSR Demo app from MagTek.com. After installing the program and saving the appropriate swiper configuration, users can restore the device to its default settings.

To perform this task in keyboard mode, follow these steps:

1. Enter 01 10 01 on your keyboard.
2. Press ENTER on your keyboard to confirm.
3. Enter 02, then press ENTER once again to confirm.

How To Reach Customer Service

If you have any customer service issues related to your [MagTek device](#), contact PAX support via email (support@magtek.com) or telephone (562-546-6800).

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